



BlackBerry AtHoc

Desktop App User Guide

7.x (Windows), 2.x (Mac)

Contents

- BlackBerry AtHoc Desktop App..... 4**
 - Install the desktop app..... 4
 - Register the desktop app..... 4
 - Sign in to the desktop app..... 5
 - Launch the desktop app menu..... 5

- Manage desktop alerts..... 6**
 - Check your ability to receive alerts..... 6
 - Manually check for new alerts..... 6
 - Respond to alerts..... 6
 - Close alerts..... 8
 - Close full screen pop-ups..... 9
 - Close multiple pop-ups..... 10

- Troubleshoot desktop client issues..... 11**
 - Workaround for the Self Service validation error..... 11
 - Access desktop app details..... 12
 - Incorrect or missing software on your computer..... 13
 - Desktop app does not connect..... 13
 - Validation error message (Macintosh only)..... 14
 - Desktop app is not receiving alerts..... 14

- BlackBerry AtHoc Customer Support Portal..... 15**

- Documentation feedback..... 16**

- Legal notice..... 17**

BlackBerry AtHoc Desktop App

The BlackBerry® AtHoc® desktop app is a small desktop application that continuously runs on your computer. When a new alert targeted at user desktops is published in the BlackBerry AtHoc system, a notification screen pops up on your desktop, accompanied by an audio notification.

You can then close the pop-up or click a link to obtain additional information about the alert. For emergency alerts, the pop-up screen might contain response options that you must select from in order to acknowledge receipt of the alert.

Note: BlackBerry AtHoc desktop app release 7.1 or later is compatible with BlackBerry AtHoc release 7.9 (OnPrem) and 7.14 or later release.

Install the desktop app

Note: Installing and setting up the desktop app is relevant only to the Administrator or other authorized users of the BlackBerry AtHoc system. If you are a regular user, the app should already be installed on your computer. For detailed information about how to install and configure the BlackBerry AtHoc desktop app, see the [BlackBerry AtHoc Desktop App Installation and Administration Guide](#).

The BlackBerry AtHoc management system provides authorized users with the ability to quickly notify large numbers of people in widely dispersed locations during emergencies and other critical situations. BlackBerry AtHoc also helps those users monitor alerts for threat conditions while also providing basic notifications services for non-emergency situations.

In order to join a notification system, every desktop must have the desktop app installed so that personnel are able to receive and respond to alert messages.

In most setups, your IT group pushes the app to user desktops during off hours using an SMS package that includes the app MSI, the SMS script, and a run.bat file. Depending on the input parameters set by your IT group, the app usually runs immediately after the install or at the next start up. The MSI can also be run manually, if your IT group prefers to do it that way.

In some setups, your IT group may require you to register with a validation code before you can use the desktop app. If your system is configured for manual desktop app registration, see [Register the desktop app](#).

Register the desktop app

When the desktop app is installed on your system, if your organization is configured to use the Defer to Self Service authentication method, the BlackBerry AtHoc Desktop App Registration form opens.


1. Click the link on the BlackBerry AtHoc Desktop App Registration form. You are redirected to Self Service.
2. Log in to Self Service:
 - If you have a Self Service account, log in to Self Service using your organization's authentication method (for example, user a smart card or enter your username and password.)
 - If you do not have a Self Service account, the Registration form opens. Complete all required fields and click **Continue**. For detailed instructions, see "[Register for Self Service](#)" in the [BlackBerry AtHoc Self Service User Guide](#).
3. On the **My Profile** page, in the **BlackBerry AtHoc Apps** section, click **Generate Code**.
4. On the **Desktop App Registration Code** pop-up window, copy the registration code. The code is valid for 5 minutes.

5. Paste the registration code in the BlackBerry AtHoc Desktop App Registration form.
6. Click **Submit**.

After the registration is successful, it may take up to 2 minutes for the desktop app to connect.


Sign in to the desktop app


If your BlackBerry AtHoc administrator has configured automatic sign in, you do not have to sign in to the desktop app.

If you receive a Sign In pop-up screen, follow the prompts to sign in. The desktop app remains disconnected until you sign in. If you close the Sign In pop-up screen without signing in, you can click the  (Globe) icon and click **Sign In**.

The Sign In pop-up screen appears each time you start up your computer.

Launch the desktop app menu

You can access the BlackBerry AtHoc desktop app at any time by clicking the  (Globe) icon that appears on your screen. On Windows platforms, the icon is located in the bottom right corner of the screen. For the Macintosh platform, the icon appears in the top right menu bar.


As soon as you click , a pop-up menu appears, allowing you to check for new alerts, dismiss all pop-ups that are currently on your desktop, and access the Self Service application.

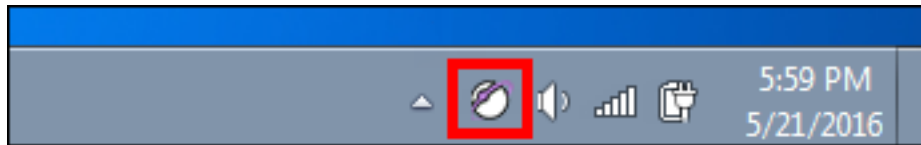
When multiple desktop app editions are running on the same computer, you must close the browser window for one edition before you can launch a browser window with a different desktop app edition.

Manage desktop alerts

Important: All actions and operations carried out within the BlackBerry AtHoc desktop app are common to both Macintosh and Windows platforms.

Check your ability to receive alerts

After the desktop app launches successfully, the  appears on your screen, indicating that you are connected to the BlackBerry AtHoc server and are ready to receive alerts.



If the desktop app has been installed but it is disconnected from the BlackBerry AtHoc server, the icon is grayed-out with a red circle with a white "x".




When the desktop app is disconnected, the app cannot receive alerts.

Windows: If your account has been disabled, the icon appears in gray with a yellow circle (🌐) and you cannot receive alerts.

Manually check for new alerts

The BlackBerry AtHoc desktop app automatically checks for new alerts at an interval that is configured when the app is set up. The default interval is every 120 seconds. It is possible, however, to check for new alerts manually at any time by completing the following steps:

1. Right-click the  (Globe) icon.
2. In the menu that appears, select the **Check for New Alerts** option.


The desktop app then polls the BlackBerry AtHoc server asking for new alerts or updates. If there are new alerts, each will appear as a separate pop-up on your desktop.

Respond to alerts

Desktop alerts display as popup windows. After reading the alert, click the **Acknowledge and Close** button. Click **Acknowledge and Close** to send a response to the BlackBerry AtHoc system, which tracks, compiles, and reports all recipient responses.


Emergency Alert

Severity: **High** Type: **Other** [Inbox](#)

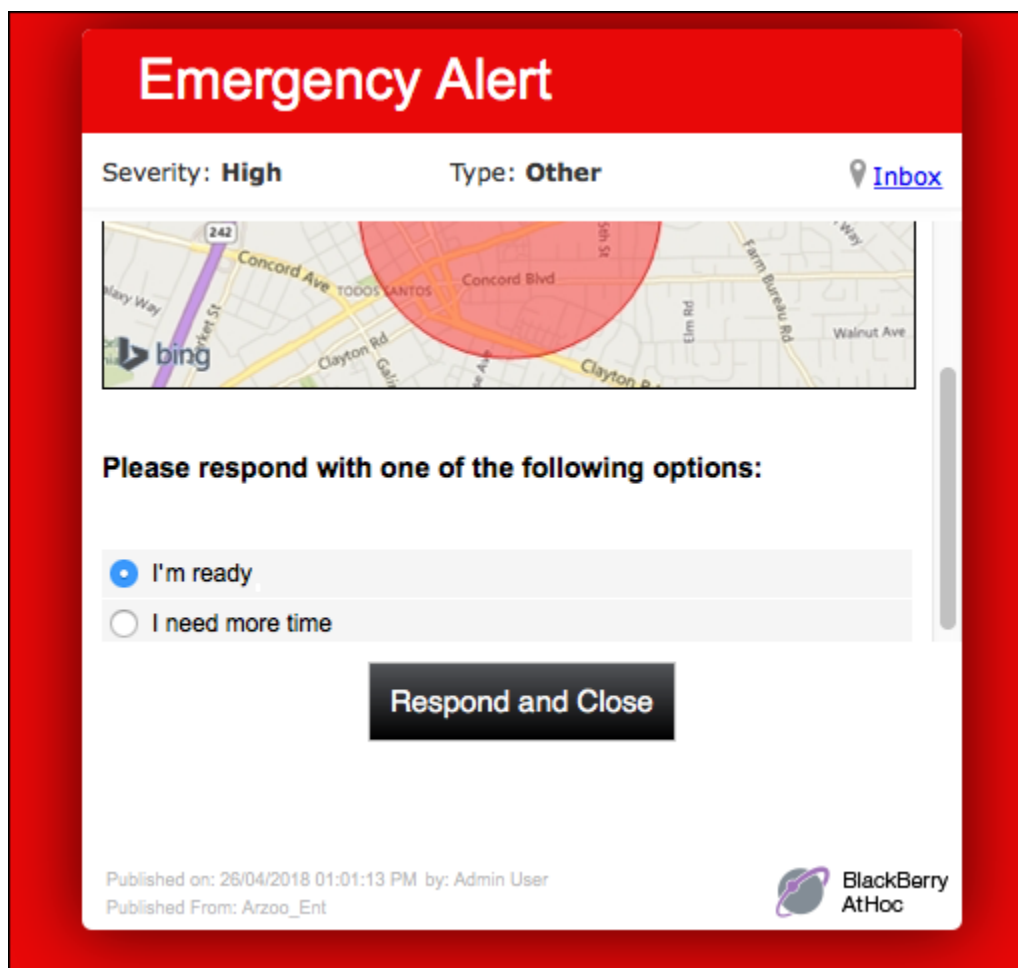


Acknowledge and Close

Published on: 26/04/2018 11:58:02 AM by: Admin User
Published From: Arzoo_Ent

 BlackBerry
AtHoc

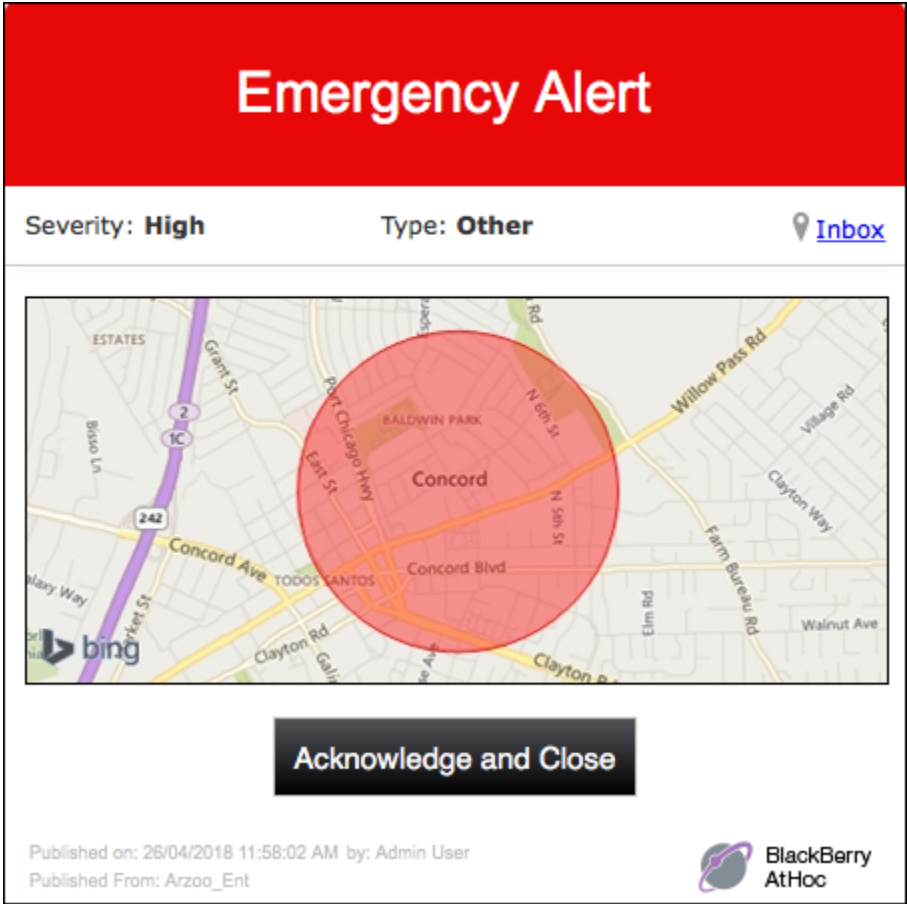
You can also click the **Inbox** link to go to Self Service to view and respond to the alert.
If the alert includes response options, select an option and then click **Respond and Close**.
If the alert includes a map, clicking on the map takes you to an interactive map in the alert in Self Service.



Close alerts


Desktop alerts display as popup windows. After reading the alert, click the **Close** button (for informational alerts) or the **Acknowledge and Close** button (for emergency alerts).

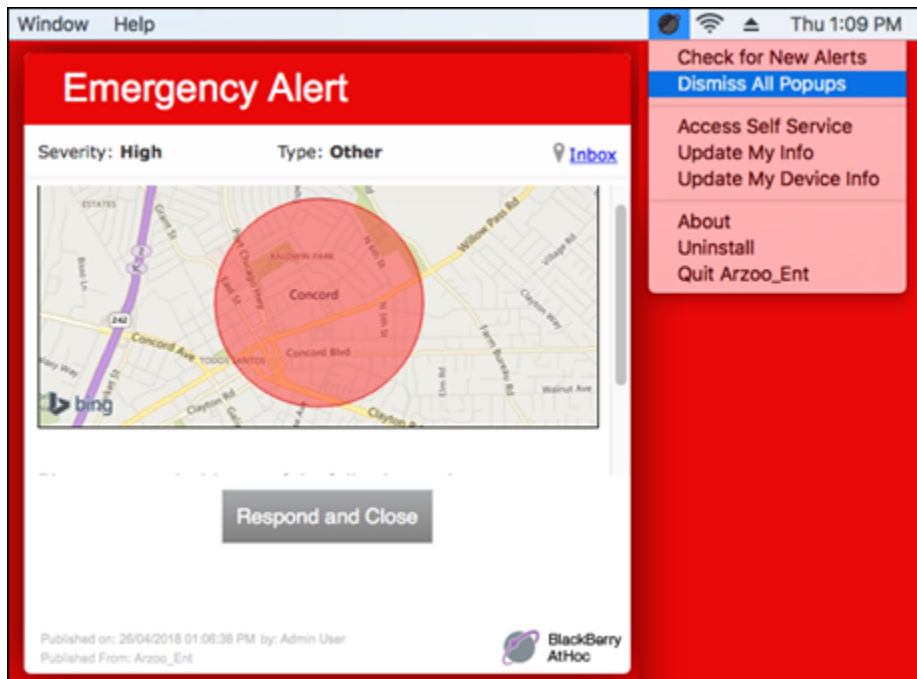
In the following example, clicking the Acknowledge and Close button sends a response to the BlackBerry AtHoc system, which tracks, compiles, and reports all recipient responses.



Close full screen pop-ups


When you receive a full screen pop-up, you can close it in any of the following ways:

- Respond to the alert by selecting a response option, then click **Respond and Close**.
- If your BlackBerry AtHoc administrator has enabled this capability, right-click the pop-up to close it.
- Right-click the  (Globe) icon, then select **Dismiss All Popups** in the menu that appears. The following image shows how this would be done in a Mac environment:



Close multiple pop-ups

It is possible to close multiple pop-ups at once by completing the following steps:

1. Right-click .
2. In the menu that appears, click **Dismiss All Popups**.

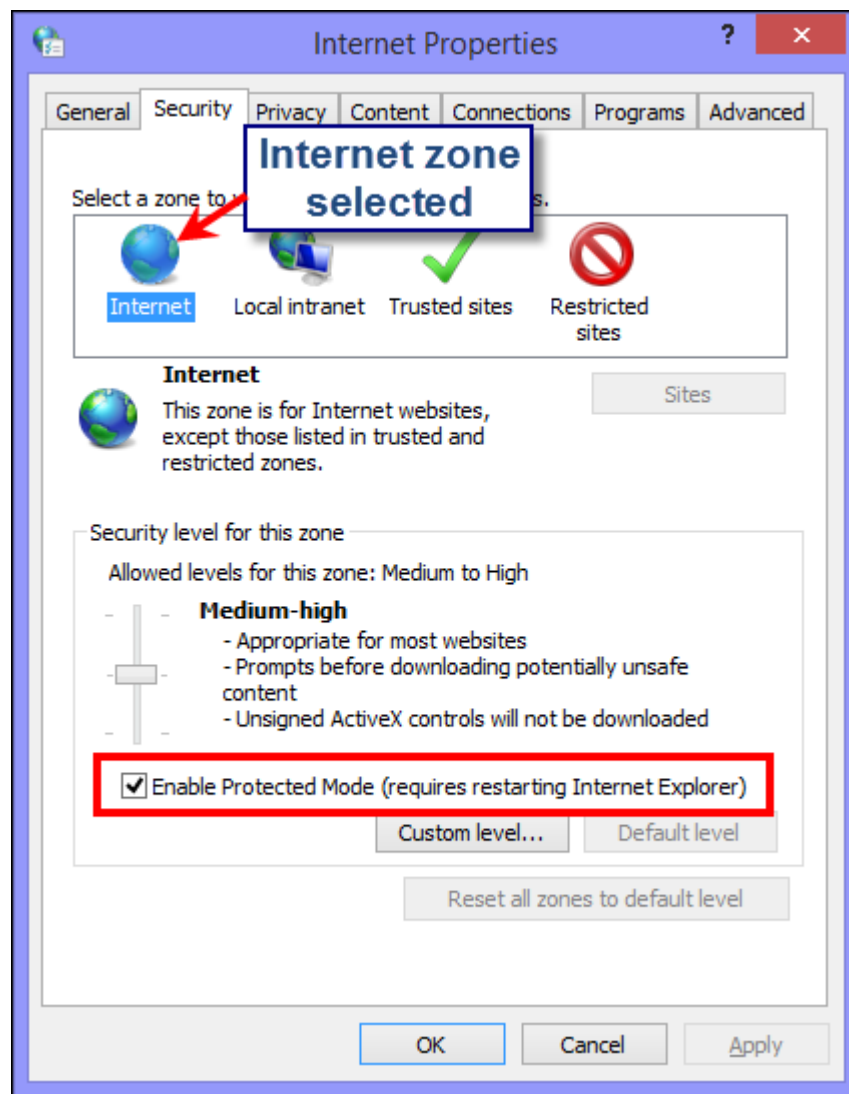
Troubleshoot desktop client issues

This section describes issues you might encounter after installing the BlackBerry AtHoc client on users' desktops. In most cases, the solutions provided in this chapter will resolve these problems. If they do not, contact BlackBerry AtHoc customer support.

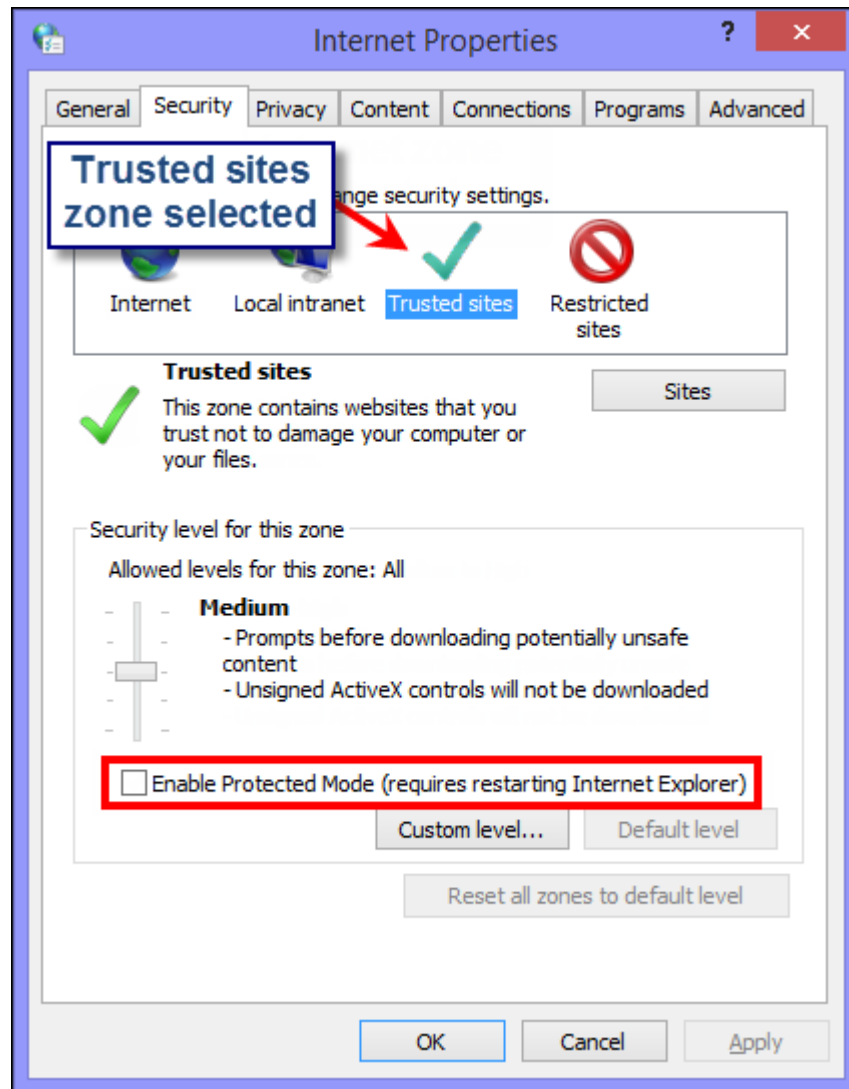
Workaround for the Self Service validation error

If you are using Internet Explorer (IE) 10 or newer with Windows 7 or newer, you might receive a validation error when you try to view the Self Service screen. To fix this error, complete the following steps:

1. Go to **Control Panel > Internet Options** and click the **Security** tab.
2. With the Internet zone options displayed, select the **Enable Protected Mode** checkbox.




3. Click the **Trusted sites** icon.
4. With the Trusted sites zone options displayed, deselect the **Enable Protected Mode** checkbox if it is selected.



5. Click **Sites**.
6. On the Trusted sites screen that appears, enter the BlackBerry AtHoc website address in the **Add this website to the zone** field.
7. Click **Close**.
8. If the Self Service screen is blocked by Active X—indicated by a yellow bar at the top of the screen requesting permission to display images—click **Yes** to unblock it and allow Active X to display the Self Service screen.

Access desktop app details

Before contacting BlackBerry AtHoc customer support for help with problems you are having with the BlackBerry AtHoc desktop app, you should open the application details screens for the particular version of the application that you are running. The information contained on these screens will be useful for the Support team as they work to diagnose and fix the problem you are encountering.

The application details screens can be accessed by right-clicking  and selecting **About** from the menu that appears.

The **System Information** tab allows you to see if the app is currently connected to a BlackBerry AtHoc server and the server URL. The **Connection Status** field displays Connected if you have a connection and the **Server Base URL** field displays the URL of the server to which you are connected.

The **Connection Settings** tab, which appears only on Windows platforms, provides options for automatic configuration and use of a proxy server. Because these settings are not used for most installations, it is unlikely you will need to review this information.


The **About** tab displays the version of the desktop app that is installed on your machine. If the Support team requests that you send them your system details, you can export that information by clicking the **Export System Information** button on the screen. You can also open your log file or copy and mail your log file path by clicking the corresponding button on the screen.

Incorrect or missing software on your computer


In order for the BlackBerry AtHoc desktop app to work correctly, the following software must be installed on your computer:

- **BlackBerry AtHoc release:** Desktop app release 7.0 or later is compatible only with BlackBerry AtHoc release 7.14 or later releases.
- **Windows:** The desktop app software supports Windows 7 (32-bit and 64-bit) and above.
- **Supported browsers:**
 - **Internet Explorer:** The 7.0 desktop app supports Internet Explorer versions 10 and above.
 - **Safari:** The Macintosh client supports Safari versions 6.x and above.
 - **Microsoft Edge**
 - **Firefox**
 - **Chrome**
- **Macintosh:** The desktop app software supports Mac OS X 10.8 Mountain Lion and above.
- **Installation files:** BlackBerry AtHoc provides the installation files required for the app.

Desktop app does not connect

The  (Globe - connected) icon displays when it is connected to the BlackBerry AtHoc server.


The  (Globe - disconnected) icon displays when the desktop app is disconnected.

Windows: The  (Globe - disabled) icon displays when the user account is disabled in the BlackBerry AtHoc system.

The app might not connect to the BlackBerry AtHoc server due to the network configuration. To resolve the problem, do the following:

- Ensure the app workstation is connected to the network.
- Verify that proxy and firewall settings are not blocking access in your browser and the Connection Settings for the app.

To verify that your app is connected to the correct server, complete the following steps:

1. Click .
2. In the menu that appears, click **About**.
3. On the **About** screen, click the **System Information** tab if it is not already open.

The **Connection Status** should be Connected and the **Server Base URL** should point to the BlackBerry AtHoc server. If the base URL is wrong, the usual fix is to uninstall the app and then install it, inputting the correct set of input parameters, which includes the base URL for the server.



Validation error message (Macintosh only)

If your account has been disabled, the following error message appears when you click the Desktop App icon and select **Access Self Service** from the drop-down menu that appears: `Error: Error encountered retrieving User Attributes Info.`

To correct this problem, contact your BlackBerry AtHoc administrator and have them re-enable your user account.

Desktop app is not receiving alerts

If you do not receive any alerts after installing the desktop app, check the following:

- Was your User ID targeted? To find out if it was, contact the Operator who created the alert and ask them to confirm that your User ID was part of the target group. You can find your User ID by clicking  and selecting **About** from the menu that appears. Your User ID is listed at the top of the Value column on the System Information tab.
- Is your BlackBerry AtHoc desktop app connected to a server? Is it the correct server?
- Was your account enabled in the BlackBerry AtHoc system? If the desktop app icon appears in gray with a yellow circle () , your account is not enabled.

To view the server settings, follow the steps in [Desktop app does not connect](#).

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.

Documentation feedback

The BlackBerry AtHoc documentation team strives to provide accurate, useful, and up-to-date technical documentation. If you have any feedback or comments about BlackBerry AtHoc documentation, email athocdocfeedback@blackberry.com. Please include the name and version number of the document in your email.

To view additional BlackBerry AtHoc documentation, visit <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc>. To view the BlackBerry AtHoc Quick Action Guides, see <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/Quick-action-guides/latest>.

For more information about BlackBerry AtHoc products or if you need answers to questions about your BlackBerry AtHoc system, visit the Customer Support Portal at <https://www.blackberry.com/us/en/support/enterpriseapps/athoc>.

Legal notice

©2023 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

Patents, as applicable, identified at: www.blackberry.com/patents.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABILITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES

WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada