



# **BlackBerry AtHoc Desktop App**

## **Release Notes**

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



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# BlackBerry AtHoc desktop app for Windows

## What's new in this release?

Each release consists of new and enhanced features and resolved and known issues for the BlackBerry® AtHoc® desktop app.

### 7.5 – October 2023

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

### 7.4 – December 2022

- **Desktop app crash:** An issue was fixed where the desktop app crashed when multiple users were logged in, and individual desktop client instances were trying to write a log at same time where one instance already locked the logger session and the other was attempting to write to the log.
- **Pop-up timeout:** A timer that checks the status of alerts and automatically closes alert pop-up notifications for ended alerts was added.

### 7.3 – May 2022

- **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.

### 7.2 – December 2021

- **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

## 7.1 – June 2021

**Internet Explorer dependency removed:** The desktop app 7.1 for Windows is no longer restricted to using only Internet Explorer and can now also be used with Chrome, Microsoft Edge, and Firefox. The desktop app now uses the user-defined system default browser when:

- Self Service or any other URL is launched from the desktop app menu.
- A desktop alert is delivered to a browser. Deep links in a desktop alert to Self Service or the live map also open in the user's system default browser.

## 7.0 – June 2021

- **BlackBerry AtHoc release:** BlackBerry AtHoc desktop app release 7.0 or later is compatible only with BlackBerry AtHoc release 7.14 or later release.
- **Registration process:** After installing the Windows desktop app, if the Defer to Self Service authentication method is configured, users are redirected to Self Service to generate a registration code to complete the registration process and connect.
- **Update from previous desktop app versions:** Users cannot upgrade to BlackBerry AtHoc desktop app version 7.0 from previous 6.x releases. Users must uninstall any existing 6.x desktop app clients before installing 7.0.
- **Localization:** The About screen and its tabs are fully localized.
- **C++ client migrated to C#:** The desktop client was updated from using C++ technology to using the C# language. This update enables support for .net framework 4.5 and later releases and simplifies creating the desktop client MSI.
- **508 compliance:** 508 compliance improvements were made in the following areas:
  - Screen readers (for delivered alert content, response options, and desktop app contents)
  - Color contrast ratio
  - Mouse navigation
  - Keyboard navigation

## Resolved issues

### 7.5

The desktop app transmits session variables required to perform authentication to the "Enterprise Administrator" account via plaintext.

## 7.4

- The desktop app crashes when multiple users are logged in, and individual desktop client instances are trying to write a log at same time where one instance already locked the logger session and the other is attempting to write to the log.
- A timer that checks the status of alerts and automatically closes alert pop-up notifications for ended alerts is missing.

## 7.3

- The About box is cut off when Windows display settings are set to a custom scale and the layout is set to 125%.
- When the **Speaker Options > Consider end user system settings** option is selected on the desktop app gateway, any alert published to the desktop app plays at the volume set under **Always turn on speaker** if the end user's volume is not set to 0.

## 7.2

The desktop app does not connect through a proxy automatically unless an exception is configured in the browser's proxy settings in Internet Options.

# BlackBerry AtHoc desktop app for Mac

## What's new in this release?

Each release consists of new and enhanced features and resolved and known issues in the BlackBerry AtHoc desktop app. The following sections provide an overview of these changes for each release.

### 2.5 - October 2022

- **Defer to Self Service authentication:** The Defer to Self Service authentication method was added with the following available options:
  - Username and Password
  - Windows Authentication
  - Smart Card
  - Single Sign-On

### 2.4.1 - March 2022

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

### 2.4

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

### 2.3

- **Source code and build modifications:** The BlackBerry AtHoc desktop app was updated to use a different source code management system and to support updated branding.

### 2.2

- **Smart card authentication:** The following changes were made to address smart card authentication issues with macOS:
  - The BlackBerry AtHoc desktop app supports external PIV/CAC cards to connect users to the BlackBerry AtHoc management system. The desktop app can now read and use the certificates in a physical PIV/CAC card to obtain user information and use that information to authenticate with BlackBerry AtHoc. When the authentication type is set to Smart Card Authentication, user certificates do not need to be available in the macOS device keychain. The desktop app can read the certificates when a PIV/CAC card is inserted in a physical laptop.
  - The desktop app can now read certificates without a private key installed in the keychain for smart card authentication.

### 2.1

- **Section 508 compliance:** The following section 508 compliance improvements were made:

- Keyboard navigation
- Color contrast
- Screen reader capabilities

## 2.0

- **Apple Notarization:** Support for the Apple Notarization service was added. The Apple notarization service automatically scans the desktop software for malicious content or components.
- **Support for macOS Catalina:** Support for macOS Catalina was added.

### 1.9.0

- **Installation warning workaround on macOS Catalina:** When attempting to install the Mac client installer package while running macOS Catalina, a dialog with the following error appears: "AtHoc ADC Installer\_signed.pkg can't be opened because Apple cannot check it for malicious software." To work around this issue and continue with the installation, right-click the installer package and select **Open with > Installer.app (default)**.
- **Client certificate handling:** The desktop app was updated to ignore any trailing characters in a certificate format by using a client regular expression. The client regular expression can be configured in the BlackBerry AtHoc management system. For more information, see "Assign authentication methods to applications" in the *BlackBerry AtHoc Desktop App Installation and Configuration Guide*.
- **Session limit:** The session limit per user has been restricted to ten sessions. If a user reaches the maximum number of allowed sessions, the following error is displayed: The max limit of sessions has been reached. Release other desktop sessions to create new one.

### 1.8.0

- **MacOS Mojave:** Support for MacOS Mojave was added.

### 1.7.0

**Map image in alerts:** If an alert template includes a map, an image of the map is included in desktop alerts. All out of the box desktop delivery templates include a map. The map is included in the delivered alert if the following conditions are met:

- Your BlackBerry AtHoc system has this feature enabled for the given organization.
- Desktop or email is targeted.
- An out of the box delivery template or a new custom delivery template is used.
- The map is present in the alert.

The map that is included in an email or desktop alert is not interactive. The alert recipient cannot zoom in or out on the map. Clicking on the map image opens the alert recipient's Self Service Inbox. Any map objects defined in the publisher map are included in the map image in a zoom-to-fit fashion.

Alerts sent through the BlackBerry AtHoc management system, the SDK publisher, Integrated Weather Alerts, and Connect can include a map image.

**Support for PSS cloud server version 2.9.12:** The latest desktop client is required if you are connecting to a regionalized PSS system.



## 1.6.0

**Remove or retain previous settings:** In Mac Version 1.5.0, when customers migrated to a different organization or server the Mac client did not accept the new settings packaged with the installer. In Mac Version 1.6.0, a configuration option was added when creating the Mac clients to clear out or retain all old settings. If a customer is pointing the Mac client to a new environment, they should choose the option to clear all old settings.

**BlackBerry AtHoc rebranding and logos:** In Mac Version 1.6.0, the Desktop App logo was updated to a new BlackBerry AtHoc logo. User interface strings were also updated from "IWSAlerts" to "BlackBerry AtHoc" or "AtHoc."

## 1.5.0

**Support for sign-on with an LDAP attribute:** In previous MacOS releases, customers could choose to have the desktop client automatically connect to AtHoc by username. In Windows release 6.2.x.270, support for sign-on with an LDAP attribute was introduced. Mac version 1.5.0 introduces single sign-on with an LDAP attribute parity with Windows.

### Prerequisite

MacOS must be connected to a domain, and the user must sign in with a network account before sign-on with an LDAP attribute can be used.

To use the single sign-on feature, Administrators must complete the following steps.

For BlackBerry AtHoc Release 7.5 or later release:

1. Navigate to the **Settings** screen in the BlackBerry AtHoc management system.
2. In the **Users** section, click **User authentication**.
3. On the **User Authentication** window, in the **Enabled Authentication Methods** section, select the **LDAP Attribute** check box.
4. Click **Save**.

For BlackBerry AtHoc Release 7.4 or earlier release:

1. Navigate to the **Settings** screen in the BlackBerry AtHoc management system.
2. In the **Basic** section, click **Organization Settings**.
3. On the **Organization Settings** screen, click the **User Authentication & SDK** tab.
4. In the **Desktop Software Authentication** field, select **Auto Login**, and then select **Use LDAP attribute**.
5. In the text-entry field below the **Use LDAP attribute** option, enter the Active Directory attribute you want clients to use for authentication. For example, mail.
6. Click **Save**.

When the client starts, it receives directions from the server about the LDAP attribute to use. The client then queries Active Directory for the value of that attribute for the local user. In order for the client to query Active Directory, users must have at least read-only permission to their Active Directory. The client then sends the value of the designated attribute to the server. The server then searches for a user by matching the value of the designated attribute against the Mapping ID field. If a match is made, the client is connected to the user record in the system and the user can then receive the alerts that are targeted to them.

### Notes

- If the LDAP attribute values have not been synchronized into the mappingID field, or if the value is not matched to an existing user in AtHoc, a new user is created.
- If the client cannot query Active Directory, it waits until it can. The client also caches the designated attribute and uses the cached version if the lookup fails.

**Support for sign-on with domain/username:** Before the Mac 1.5.0 release, the Mac client did not recognize if it was connected to a domain. The Mac client would create user accounts with no domain name. For example, / username. This caused issues in customer environments with both Windows and Mac clients. The server could incorrectly create multiple user accounts in BlackBerry AtHoc for the same user, if that user logged in from both a Mac and a Windows client. Additionally, the server could not differentiate between two users with the same username used in two different domains.

### **Prerequisite**

MacOS must be connected to a domain, and the user must sign in with a network account before sign-on with domain/username can be used.

### **1.4.0**

Mac Client 1.4.0 is compatible with IWS 87CP1 and above.

- **Support for localized versions of BlackBerry AtHoc:** The nine supported languages and locales are English (US), English (UK), Spanish (Spain), Spanish (Mexico), French (France), French (Canada), Dutch (Netherlands), German (Germany), and Italian (Italy).
- BlackBerry AtHoc can now be installed on non-English versions of Mac.
- Support for macOS Sierra version 10.12 and OS X 10.11 El Capitan.
- **Support for Dark Mode:** BlackBerry AtHoc icons change when the user is in Dark Mode
- Support for operation by way of a proxy server
- Support for OS X 10.9 Mavericks was removed.

### **1.3.0**

Mac Client 1.3.0 is compatible with IWS 6.1.8.85R3SP1 and above.

- Support for OS X 10.8 Mountain Lion and OS X 10.9 Mavericks
- Support for Client Manual Registration through organization code
- Support for smooth client upgrade
- A welcome message to the new user upon new client registration
- Bug fixes

### **1.2.0**

- Support for CAC

### **1.1.0**

- Support for Mac OS X 10.6 Snow Leopard and Mac OS X 10.7 Lion
- Full-screen pop-up
- End of support for Mac OS X 10.5 Leopard and Mac OS X 10.4 Tiger

### **1.0**

- Support for Mac OS X 10.4.11+ Tiger
- Support for Mac OS X 10.5.5+ Leopard
- Support for Intel or PowerPC processors

# Resolved issues

## 2.5

- The System Information dialog properties Client Certificate Required, Validate SSL Certificate, and Require SSL are not working.

## 2.1

- In dark mode, the Get Started page where an email address is entered is partially blank.

## 1.9.0

- CheckUpdate (CU) does not honor the recovery interval.
- Mail Log button does not work.
- Export System Information button does not work.
- The Mac client crashes when the Register menu is clicked.

## 1.8.0

- Mac client fails to connect using LDAP authentication when using Centrify.

## 1.7.0

- Mac client is disconnected when the BlackBerry AtHoc IIS is restarted.
- Incorrect numbers are seen in the System information for the next check update time.
- The Mac client cannot be installed on El Capitan OS.

## 1.5.0

- Mac client: Desktop client is not connected back to primary server from fail over server once the primary server is up.
- BlackBerry AtHoc creates a new user even after sending the correct domain and username.

## 1.4.0

- The About screen takes 4 to 5 seconds to load.

## 1.1.0

- Fail over does not work when a fail over URL is set on the server and not on the client.
- Incomplete base URL does not try alternative base URLs and fails to connect.
- Full-screen pop-up does not re-size to fit the screen when the dock is repositioned from left to bottom or from right to bottom.
- Switching from one user to another user reduces the full-screen pop-up size.
- When a full-screen pop-up is received while another application is in full-screen, the pop-up does not cover the entire screen and also allows other apps to launch on top.
- Alert is moved away when any app goes into full-screen on Mac OS X 10.7 Lion.

- Open log launches two terminal windows.

## Known issues

### 2.4

- The AtHoc ADC agent does not always start automatically after a successful installation of the desktop app on macOS Big Sur. Workaround: Manually start the agent from the install folder to see the BlackBerry AtHoc desktop app icon in the taskbar.

### 2.0

- In dark mode, the Get Started page where an email address is entered is partially blank.

### 1.9.0

- When the Mail Log button is clicked, a terminal window opens in the background.

### 1.7.0

- Mac: Desktop Notifier Icon is not disabled for disabled user.

### 1.4.0

- A Self Service access validation error can occur. Reinstall the ADC plug-in to resolve this error.

### 1.1.0

- Two identical clients can be launched if one client is launched manually and the other client is launched automatically.
- In Self Service, unable to go back to the inbox from an open alert.
- After a system restart, it takes almost one minute to launch the Mac client icon.

# 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](mailto:athocdocfeedback@blackberry.com). Please include the name and version number of the document in your email.

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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>.

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