



# **BlackBerry AtHoc Geofencing**

## **Release Notes**

1.2



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# What's new in AtHoc Geofencing 1.2?

These release notes contain information about new and changed functionality for AtHoc Geofencing® release 1.2. For more information about AtHoc Geofencing, see the documentation here: <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/geofencing>.

- **Audit report:** A new geofence audit report was added. Entries are added to the audit report whenever an operator creates, edits, or deletes a geofence.

The Audit Log API was extended to include additional details about geofence-related transactions in the "AdditionalInfo" property of the audit log payload. The "AdditionalInfo" property includes detailed information about geofences when they are created, updated, or deleted.

The geofence audit report provides organizations with greater visibility and detailed records of geofence-related activities, enabling better monitoring and troubleshooting capabilities.

- **Context menu on map:** Operators can now access geofence actions directly from the map. When an operator clicks a geofence shape on the map, a context menu appears with the following information and options:
  - Geofence name
  - Count of users currently in the geofence
  - Button to edit the geofence
  - Button to view the geofence report
  - Button to delete the geofence (with confirmation)
  - Button to zoom to the geofence

If the operator clicks an area on the map where there are multiple geofences, a pop-up menu appears that includes the same information as the context menu for a single geofence, but also includes a ☰ button to select a specific geofence to view and < and > buttons to cycle through the details for each geofence.

The geofence context menu on the map is also available for imported shape layers. When an operator clicks an imported shape layer, the context menu displays:

- The imported shape layer name
- The shape name
- A button to create a new geofence using the selected shape

For areas with multiple imported shape layers, the context menu lists each shape and provides the "Create Geofence" button for each shape.

Clicking anywhere outside a geofence context menu closes the menu.

The context menu on the map is fully accessible via keyboard navigation and screen readers.

- **Dwelling time export format:** Dwelling time values for geofences are now presented in a more Excel-friendly format. When an operator clicks  **Export** on the Dwelling Report screen, the dwelling time values in the export CSV file are displayed in the [h]:mm:ss format. For example:
  - 20m 1s is exported as 00:20:0.1
  - 1h 15m 47s is exported as 1:15:47
  - 1d 6h 24m 56s is exported as 30:24:56
  - 1M 5d 18h 24m 56s is exported as 858:24:56
- **Dwelling report screen:** On the Dwelling Report screen, the Username column was updated to Display Name. The Username column was added to the dwelling report export.
- **Enforce userbase restrictions:** Userbase restrictions on the geofence application are now enforced. If an operator has userbase restrictions applied to their profile, those restrictions are now also applied in the geofence application. Operators cannot see or select users outside of their restrictions when creating or

editing geofences. Additionally, operators do not see activity related to users outside their restrictions in geofence dwelling reports and audit reports.

- **Geofence folders:** Folders have been added to the geofencing application to organize and manage geofences. BlackBerry AtHoc creates a System Default folder that all new and existing geofences are added to by default. When an operator creates or edits a geofence, a new Folder field is displayed in the Basic section in the geofence manager. The Folder field is an autocomplete drop-down list, with System Default selected by default. Operators can select an existing folder or create a new one. When creating or editing a geofence, an operator who is restricted to a subset of geofence folders can assign geofences only to their permitted folders. Enterprise Administrators cannot be restricted from accessing any geofence folders.

The addition of geofence folders enables geofence operators to better organize and manage their geofences while also ensuring appropriate access controls are in place based on operator permissions.

- **Geofence folder management:** New capabilities for managing geofence folders were introduced. Geofence operators can see a list of the folders they have access to in the Geofence Manager. Operators can rename and edit geofence folders that they have access to. When an operator attempts to delete a geofence folder, a confirmation prompt appears. The operator can then click "Delete" to confirm the folder deletion, or "Cancel" to return to the main list without deleting the folder. Geofences that are in a deleted folder are moved to the System Default folder.
- **Geofence folder restrictions:** Organization Administrators and Geofence Managers can restrict operator access to view and manage geofences by restricting access to specific geofence folders. If an operator is restricted to a set of geofence folders, they can see and manage only the geofences that are within their permitted folders. Any newly-created geofences are visible to an operator if they are in a geofence folder that the operator has permissions to access.

A new Geofence Folders section was added to the Operator Permissions page in the BlackBerry AtHoc management system. This new section appears only when the organization has Geofencing enabled. The Geofence Folders section includes a "Publish/Manage" field with two options:

- Unrestricted (selected by default)
- Restricted

When the Restricted option is selected, a drop-down menu with search typeahead appears, displaying a list of all geofence folders. A Select All option is also available.

This enhancement helps organizations implement appropriate data access controls while maintaining operational efficiency for geofence management tasks, ensuring that operators can only view and interact with the geofences they are authorized to work with. Access restrictions apply to both existing and newly created geofences, ensuring consistent security across your geofences.

- **Increased dwelling report export limit:** The limitation of exporting only up to 200 entries in a Dwelling Report was removed. When an operator clicks  Export and there are 5,000 or fewer records, the export begins downloading immediately. If there are more than 5,000 records, the operator must select a batch of 5,000 records from a drop-down menu.
- **Location retry attempts for geofence dwelling reports:** A new Location Retry Attempts setting was added to a Geofence Settings section on the Map Settings screen in the BlackBerry AtHoc management system. This setting enables organizations to define a numeric value between 2 and 99, with a default of 5. This setting acts as a counter for BlackBerry AtHoc to tolerate a user in a geofence not sending a new location update due to losing power, losing connectivity, or turning off tracking while inside a geofence. If no new location update is received after the defined number of retry attempts, BlackBerry AtHoc updates and closes the open dwelling report record and adds an automated exit time stamp to the system. BlackBerry AtHoc continues to monitor for new location updates and takes appropriate actions based on the user's location relative to the geofence.

The Geofence App Registration API was updated to support the new Location Retry Attempts setting.

These enhancements enable organizations to better manage and maintain accurate geofence dwelling data even in situations where users lose connectivity or manually disable tracking.

# Resolved issues

The following issues were resolved in BlackBerry AtHoc Geofencing release 1.2.

Jira ID	Description
AWB-268	The Entry Time and Exit Time fields on the Dwelling Report screen should be labelled Entry Timestamp and Exit Timestamp.
AWB-271	Distribution lists are not displayed in alphabetical order in the pull-down menu in the Tracked Users section. Roles are not displayed in alphabetical order on the Roles column on the Add Users dialog.

# Known issues

This section lists known issues in BlackBerry AtHoc Geofencing releases.

## 1.0

Jira ID	Description	Workaround
<b>Dwelling reports</b>		
AWB-287	Sorting does not work for the Dwelling Time column on the Dwelling Report screen.	—
AB-2480	If the name of a geofence is edited, entries in the dwelling report prior to the name change do not display the new geofence name.	—
AWB-285	If a special character that does not appear in any geofence name is entered in the Search field on the Dwelling Report screen, all geofences are displayed.	—
<b>Search</b>		
AWB-286	If a backslash (\) character is entered in the search field on the Add Users dialog, an HTTPS 400 error is displayed.	Do not enter a backslash character in the Search names field.
<b>Tracked users</b>		
AB-2514	Users who are added to a geofence and then are then disabled, moved, or deleted in BlackBerry AtHoc still appear in the Tracked Users section of the geofence.	—
AWB-654	If one or more distribution lists associated with a geofence are deleted in the BlackBerry AtHoc management system, the geofence is not updated to an Inactive status as expected. The expected error message indicating the geofence has become inactive is displayed initially, but does not appear after opening the inactive geofence to edit it after 4 to 5 minutes.	Manually open the geofence in Edit mode, set the geofence to Inactive, and then save the geofence.

# Behavior changes

Behavior changes are changes in existing functionality that you need to be aware of when upgrading to BlackBerry AtHoc Geofencing release 1.2. These changes require that you re-learn existing functionality.

**Use a drawn shape on the map to create a geofence:** Drawing a shape on the Geofence map and then clicking "Create Geofence" now immediately opens the Create Geofence panel for entering geofence details, streamlining the workflow for creating a geofence from the map.

# 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.

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>.