



BlackBerry AtHoc

CylanceGUARD Integration

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What is the BlackBerry AtHoc CylanceGUARD integration?

CylanceGUARD is a subscription based 24x7 managed XDR service that provides actionable intelligence for customers to prevent threats quickly, while minimizing alert fatigue without requiring additional resources. This service is fully integrated with CylancePROTECT Desktop, CylancePROTECT Mobile, CylanceOPTICS, CylancePERSONA Desktop, CylanceGATEWAY, and third-party vendors that provide holistic telemetry across all endpoints, enabling our highly skilled BlackBerry analysts to threat-hunt through customer environments to find and contain threats, prevent major breaches, and allow organizations to mature their security posture.

With the BlackBerry AtHoc CylanceGUARD integration, GUARD analysts can send automatic notifications about escalations to customers on the BlackBerry AtHoc mobile app.

For more information about CylanceGUARD, see <https://docs.blackberry.com/en/unified-endpoint-security/blackberry-guard>.

Configure BlackBerry AtHoc for the CylanceGUARD integration

Complete the tasks in this section to configure BlackBerry AtHoc for the CylanceGUARD integration.


Create an operator

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click **Users > Users**.
3. On the **Users** screen, do one of the following:
 - Create a new user. Click on the newly created user in the user details screen and then click **Grant Operator Permissions**. For detailed information about how to create new user, see "Create a User" in the *BlackBerry AtHoc Manage Users* guide.
 - Click an existing user. On the user details screen, click **Grant Operator Permissions**.
4. On the **Operator Permissions** screen, in the **Operator Roles** section, select **Alert Publisher** and **End Users Manager** from the **Operator Roles** list.
5. In the **Password** section, enter and confirm a password for the user.
6. Click **Save**.

Create a Client ID and Client Secret

You need the Client ID and Client Secret to update the AtHoc OAuth provider record.

Note: Ensure that you note down the Client Secret before navigating to any other page.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **System Setup** section, click **API Applications**.
4. On the **API Applications** screen, click **New**.
5. In the **Basic** section, type a name in the **Name** field.
6. For **Status**, select **Enabled**.
7. In the **Authentication** section, for **Grant Type**, select **Password**.
8. Click **Save**. The Client ID and Client Secret are generated and displayed in the **Success** banner.
9. Take note of the Client ID and Client Secret.


Create the Cylance-Guard-Account user attribute

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the top navigation bar, click **Users > User Attributes**.
3. On the **User Attributes** screen, search for the "Cylance-Guard-Account" user attribute. If this attribute exists, skip the remaining steps. If the "Cylance-Guard-Account" attribute does not exist, continue to Step 4.
4. Click **New > Multi-select Picklist**.
5. On the **New Attribute** screen, type **Cylance-Guard-Account** in the **Name** field. This name is case-sensitive. The **Common Name** field populates automatically. Leave the **Users Can Update** option selected.

6. Click **Save**.

Enable personal devices

Enable the personal devices that GUARD analysts can use to send automatic notifications about escalations to customers.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the top navigation bar, click .
3. On the **Settings** screen, in the **Devices** section, click **Devices**.
4. On the **Devices** screen, select the check boxes in the rows for the devices you want to enable.
5. Click **More Actions > Enable**.
6. On the **Enable Device(s)** confirmation window, click **OK**.

Find an alert template common name

Every alert template has a common name that is generated automatically when you create a new alert template. You must enter the alert template common name in the **Settings** page in the CylanceGUARD portal administrator console.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click **Alerts > Alert Templates**.
3. On the **Alert Templates** screen, click an existing alert template or click **New** to create a new alert template.
4. In the alert template, scroll down to the end of the template. The **Info** section displays the common name.

Create an alert template for registering the BlackBerry AtHoc mobile app

Create a template for the email that will be sent to CylanceGUARD customers that provides information about how to download and register the BlackBerry AtHoc mobile app.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click **Alerts > Alert Templates**.
3. On the **Alert Templates** screen, click **New**.
4. On the **New Template** screen, in the **Alert Template** section, enter a template name in the **Name** field.
5. Optionally, enter a description in the **Description** field.
6. In the **Content** section, select a **Severity** and **Type** from the pull-down lists.
7. In the **Title** field, enter a one-line summary that communicates the purpose of the alert. The maximum number of characters is 100. The title is required and displays at the top of the recipients' screen when the alert is sent out.
8. In the **Body** field, enter up to 4000 characters of text that communicate why the alert has been sent and provide instructions to the target audience.
9. Optionally, in the **More Info Link** field, enter a URL that opens a webpage where users can get more details about the alert. When users receive the alert, a **For more info** link in it will take them to the webpage.
10. In the **Target Users** section, click the **By Users** tab.

11. Click **Add/Block Users**.
12. On the **Add/Block Users** window, select at least one user who will receive the welcome alert every time it is triggered. This is important because at least one user must be targeted in the alert.
13. Click **Apply**.
14. Click the **By Advanced Query** tab.
15. In the **By Advanced Query** section, select the AND/OR operator. When AND is selected, users must meet all conditions to be targeted in the alert. When OR is selected, users that match any of the search conditions are targeted. The default is AND.
16. Click **Add Condition**.
17. From the **Select Attribute** pull-down list, select **Cylance-Guard-Account**.
If the **Cylance-Guard-Account** attribute does not appear in the list, complete the steps in [Create the Cylance-Guard-Account user attribute](#).
18. From the **Select Operation** pull-down list, select **is not empty**.
19. Click **Add Condition**.
20. From the **Select Attribute** pull-down list, select **Created On**.
21. From the **Select Operation** pull-down list, select **after**.
22. Click **Now**, select the **days ago** option and type **1** in the field.
23. Click the **Select Personal Devices** tab. A list of available personal devices appears, including the percentage of selected users who can be reached by each device type.
24. Select the check box beside each Email device you want to include.
25. In the **Schedule** section, enter an **Alert Duration**.
26. In the **Start Time** section, select the **Activate Recurrence** option and select the time when the alert should be sent.
27. In the **Recurrence Pattern** section, select **Daily** from the **Interval** pull-down list and then select the **Everyday** option.
28. In the **Recurrence Period** section, enter the current date in the **Start Date** field and select the **No end date** option in the **End Date** section.
29. Click **Preview and Save**.
30. On the alert template preview screen, click **Save**.

Configure the BlackBerry AtHoc integration in the CylanceGUARD portal administrator console

Complete the tasks in the following sections to configure the BlackBerry AtHoc CylanceGUARD integration in the CylanceGUARD portal administrator console.

Before you begin: Before completing these tasks, you must have the following information:

- URL for the BlackBerry AtHoc server
- Username and password for the API user
- Client ID and Client Secret of the API application
- Organization code
- Alert template common name

Before you begin: Verify that each organization has users added to all of their escalation groups in the CylanceGUARD administrator console. Adding users to an organization's escalation groups is part of the CylanceGUARD onboarding process.

Install the BlackBerry AtHoc CylanceGUARD integration

The BlackBerry AtHoc CylanceGUARD integration requires one update set file. This file contains the application files needed to install the integration. Contact BlackBerry AtHoc customer support for the update set file.

1. Log in to the CylanceGUARD portal administrator console.
2. In the filter navigator, type **Retrieved Update Sets**.
3. Click **Retrieved Update Sets**.
4. On the **Retrieved Update Sets** screen, in the **Related Links** section, click **Import Update Set from XML**.
5. On the **Import XML** screen, click **Choose File**.
6. Navigate to and select the update set file.
7. Click **Upload**. You can upload only one update set at a time.
The update set appears on the **Retrieved Update Sets** screen in a Loaded state.
8. Click the update set record.
9. On the update set record details page, click **Preview Update Set** to view the changes that are included in the update set. During the preview, errors are displayed due to conflicts between the files present in the update set and the files that are already present in CylanceGUARD. The displayed errors must be resolved before the update set can be committed to the BlackBerry AtHoc CylanceGUARD integration.
10. On the **Update Set Preview** window, click **Close**.
11. On the update set details page, scroll down to view the errors.
12. For the `oauth_entity_id-number` error, click **Skip remote update** in the **Available Actions** column.
13. For all remaining errors, click **Accept remote update**.
14. Click **Commit Update Set**.

Add roles to a user in CylanceGUARD

The following two roles are required in CylanceGUARD:

- **x_blbe_athoc.configurator**: Give this role to a user for read/write access on the Connection Settings, Pair Devices, and Alert Template for Events modules in BlackBerry AtHoc.
- **x_blbe_athoc.publisher**: Give this role to a user who escalates security incidents.

1. Log in to the CylanceGUARD portal administrator console.
2. In the filter navigator, type **Users**.
3. Under **System Security > Users and Groups**, click **Users**.
4. In the window that opens, select the user you want to add roles for.
5. On the **Roles** tab, click **Edit**.
6. In the **Collection** section, search for and select roles to add to the user.
7. Click to add the roles to the **Roles List**.
8. Click **Save**.

Configure BlackBerry AtHoc connection settings and pair devices

You must create a connection between CylanceGUARD and BlackBerry AtHoc and map the devices in CylanceGUARD to the devices in BlackBerry AtHoc. This mapping synchronizes CylanceGUARD user information to BlackBerry AtHoc and aligns the devices users will receive BlackBerry AtHoc alerts on. For example, map the "Phone" device in CylanceGUARD to the appropriate Phone device in BlackBerry AtHoc.

You can create only one connection setting.

Prerequisites

- BlackBerry AtHoc server URL
- Username and password for an operator with either the Alert Publisher and End Users Manager or the Alert Manager role in BlackBerry AtHoc
- Username and password for an operator with the x_blbe_athoc.configurator role in the CylanceGUARD portal administrator console.
- Organization code
- Client ID and Client Secret of the API application created in the organization in BlackBerry AtHoc

1. Log in to the CylanceGUARD portal administrator console.
2. In the filter navigator, type **BlackBerry AtHoc**.
3. Click **Settings**.
4. Do one of the following:
 - If you are creating the connection for the first time, click **New**.
 - Select your existing connection settings record.
5. In the **BlackBerry AtHoc System URL** field, enter your system URL using the format: `https://<athocserver.domain.com>`.
6. In the **Username** field, enter the username of an operator with the Alert Publisher and End Users Manager or the Alert Manager role.
7. In the **Password** field, enter the operator's password.
8. In the **Organization Code** field, enter your organization code.
9. In the **Alert Template Common Name** field, enter the common name of the alert template. For more information, see [Find an alert template common name](#).
10. In the **Client ID** field, enter your client ID.
11. In the **Client Secret** field, enter your client secret.
12. Select the **Enable targeting on Mobile App** option. The mobile app must be enabled in BlackBerry AtHoc and active for the user.

13. Click **Validate**.

14. If the connection is successful, click **Save**.

15. On the **Consent** window, click **I agree** to provide consent to securely share personally identifiable information (PII) for CylanceGUARD users with the BlackBerry AtHoc system.

Note: Consent is mandatory to use the BlackBerry AtHoc application. Without consent, devices cannot be paired and users cannot publish BlackBerry AtHoc alerts.

16. If the device pairing already exists, a message to review device pairing appears. The message contains a link which redirects to the device pairing record in the **Pair Devices** module. If the device pairing does not exist, a message to create a new device pairing is displayed. This message contains a link that redirects to the **Pair Device** module.

17. If you are creating a new device pairing, click **New**.

18. From the **ServiceNow Device** drop-down list, select an unpaired device. This list is populated with CylanceGUARD User fields.

19. From the **BlackBerry AtHoc Device** drop-down list, select an unpaired device. This list is populated with personal devices that are enabled in BlackBerry AtHoc.

20. Click **Pair Selected**. The mapping between the CylanceGUARD and the BlackBerry AtHoc device is created.

21. Click **Save**.

22. Repeat steps 19 to 22 to pair additional devices if required.

Note:

- You can map only one CylanceGUARD device with one BlackBerry AtHoc device. For example, if you paired the CylanceGUARD Email device with the AtHoc Email-WorkName device, you cannot pair the CylanceGUARD Email device with the AtHoc Phone-WorkName device.
- Only one connection settings record can exist in the **Settings** module. Only one device pairing record can exist in the **Pair Devices** module.
- To enable targeting on the mobile app, pair the Email device from ServiceNow with the Email-Work device from BlackBerry AtHoc in the **Pair Devices** module.


Create and configure an alert template for events

Before you begin:

- You must have the x_blbe_athoc.configurator role in the CylanceGUARD portal administrator console.
 - Devices must be paired between BlackBerry AtHoc and CylanceGUARD. For details, see [Configure BlackBerry AtHoc connection settings and pair devices](#).
1. Log in to the CylanceGUARD portal administrator console.
 2. In the filter navigator, type **Alert Templates For Events**, and then select **Alert Templates For Events**.
 3. On the **Alert Templates** screen, click **New**.
 4. On the **Alert Templates - New Record** screen, select **Case [sn_customerservice_case]** from the **Table** pull-down list.
 5. On the **What to Send** tab, enter a title in the **Title** field. You can enter from 3 to 100 characters.
 6. In the **Body** field, enter up to 4000 characters of text. For example:

```
A Security Alert has been Escalated and requires your attention:  
  
Case Number ${number}  
  
Short Description: ${short_description}
```

```
${custom_last_comment}
```

- `${field_name}` entries are placeholders. The value of the placeholder is dynamically populated from the case record.
 - `${custom_placeholder}` entries are custom placeholders. Their values are also dynamically populated from the case record, but need additional processing to extract the value from them.
7. Optionally, in the **Severity** field, select a severity from the pull-down list.
 8. Optionally, in the **More Info Link** field, enter a placeholder link. For example, `${custom_more_info_link}`.
 9. Click the **Whom to Send - Groups** tab.
 10. Click  to unlock the **Dynamic Target Groups** section and select groups to target.
Do not select any Target Users or Dynamic Target Users in the **Whom to Send - Users** tab.
 11. Click the **Which devices to Send** tab and select the devices from the **Delivery Method** field on which to send alerts. Only devices that are paired in the **Pair Device** module are displayed.
As you select devices, they are populated automatically in the **Targeted Devices** field.
 12. Click **Submit**.
 13. In the top navigation bar, click **All**.
 14. In the filter navigator, type **Alert Template For Events** and then select **Alert Template For Events**.
 15. On the **Alert Templates** screen, click the number in the **Identifier** column for the alert template you just created.
 16. On the alert template details screen, take note of the number in the **Identifier** field.
 17. In the filter navigator, type **Business Rules**.
 18. Click **Business Rules** in the **System Definition** module.
 19. On the **Business Rules** screen, click **Event Ticket Escalation**.
Tip: To find the **Event Ticket Escalation** entry, select **Name** from the **Business Rules** search pull-down list and type **Event Ticket Escalation**.
 20. On the **Business Rule - Event Ticket Escalation** screen, click the **Advanced** tab.
 21. In the **//Link Alert Template that needs to be triggered for the event** section, enter the identifier number that you identified in Step 16 as the value for the `var alert_template_unique_id =` parameter.
 22. Click **Update**.

Enable the RecordToHTML Script Include in Global Scope

BlackBerry AtHoc uses the RecordToHTML Script Include in the Global Scope to dynamically populate the fields of the alert template for events.

1. Log in to the CylanceGUARD portal administrator console.
2. In the filter navigator, type **Script Includes**.
3. Click **Script Includes** in the **System Definitions** module.
4. On the **Script Includes** screen, select **Name** from the pull-down list and type **RecordToHTML** in the **Search** field.
5. Click **RecordToHTML**.
6. On the **Script Include - RecordToHTML** screen, verify that **All application scopes** is selected from the **Accessible from** pull-down list.
7. Verify that the **Active** option is selected.
8. Click **Update**.

Enable BlackBerry AtHoc for a customer account

Enable BlackBerry AtHoc for any customer account that should receive escalation alerts on the BlackBerry AtHoc mobile app.

1. Log in to the CylanceGUARD portal administrator console.
2. In the filter navigator, type **Accounts**.
3. Under **Customer Service > Customer**, click **Accounts**.
4. On the **Accounts View: Case** screen, select the customer account on which to enable BlackBerry AtHoc.
5. On the account details screen, select the **AtHoc Enabled** option.
6. Click **Update**.


Troubleshoot the BlackBerry AtHoc CylanceGUARD integration

When a security incident is escalated, the following actions are performed in sequence:

1. The Business Rules module detects the escalation event and calculates the values for dynamic parameters such as Case Number and Link to the Customer Service Case.
2. The Script Include module fetches the Alert Template for Events and populates the value in the alert content.
3. Targeted users are calculated dynamically. The targeted users are the customer contacts that belong to the group to which the escalation is assigned.
4. An entry is made in the `x_blbe_athoc_athoc_alerts` table. This table is the Sent Alerts module in BlackBerry AtHoc. This record entry will display the details of the alert such as Title, Body, Targeted Count, and Sent Count.
5. A corresponding entry is made in the `x_blbe_athoc_iws_outbound_alert` table. This table is the BlackBerry AtHoc Diagnostic 1 module in BlackBerry AtHoc. The record entry will have the Alert GUID field as the `sys_id` of the entry mentioned in point 4. The entry will have the consolidated API requests and responses for that alert.
6. All API requests and responses between CylanceGUARD and BlackBerry AtHoc are logged in the `x_blbe_athoc_athoc_alerts_log` table. This table is the BlackBerry AtHoc Diagnostic 2 module in BlackBerry AtHoc.


The monitor table stores information about a Customer Contact that has failed a user sync or membership sync. The monitor table also stores the information of any deleted Customer Contact or Customer Account until this information is deleted from BlackBerry AtHoc.

Find customer contacts that failed a user sync

1. Log in to the CylanceGUARD portal administrator console.
2. In the filter navigator, type **Monitor**.
3. Under **BlackBerry AtHoc**, click **Monitor**.
4. On the **Monitors** screen, click  to display filter options.
5. Create the filter **Type is Create/Update User** and then click **Run** to display all user records that failed a user sync.
6. To find a customer contact that has failed a user sync and who will not be retried (aborted users), create the filter **Type is Create/Update User AND Retry Count greater than or is 3** and then click **Run**.

The Retry Count value should be greater than or equal to the Max Retry Count set in the system property.

Find customer contacts that failed a membership sync

1. Log in to the CylanceGUARD portal administrator console.
2. In the filter navigator, type **Monitor**.
3. Under **BlackBerry AtHoc**, click **Monitor**.
4. On the **Monitors** screen, click  to display filter options.
5. Create the filter **Type is Membership Sync** and then click **Run** to display all user records that failed a membership sync.

- Optionally, to find a customer contact that has failed a membership sync and who will not be retried (aborted users), create the filter **Type is Membership Sync AND Retry Count greater than or is 3** and then click **Run**. The Retry Count value should be greater than or equal to the Max Retry Count set in the system property. You can use the email address of the user from the record to get more details about the failure from the BlackBerry AtHoc Diagnostic module.

Use the BlackBerry AtHoc Diagnostic 1 module for basic troubleshooting

All details about an alert are stored in the BlackBerry AtHoc Diagnostic 1 module. The BlackBerry AtHoc Diagnostic 1 module also stores a simplified version of the API request and response. Each entry in the BlackBerry AtHoc Diagnostic 1 module includes two fields that have a Security Incident ID and Case Number.

Complete the following steps to troubleshoot a User Sync failed or Alert Sending failed error on the Alert Tracking page.

- In the filter navigator, type **BlackBerry AtHoc Diagnostic 1**.
- Under **BlackBerry AtHoc**, Click **BlackBerry AtHoc Diagnostic 1**.
- In the **BlackBerry AtHoc Diagnostic 1** table, in the alerts list, click to open the alert record that displayed the error message on its Alert Tracking page.
- In the open alert record, look for the status and a detailed message about the user sync error. The **USER-SYNC API** section stores the details for the USER-SYNC API response including its status. The status can have the following values: Error, Success, Partial Success.

BlackBerry AtHoc Diagnostic 1
Created 2018-05-25 01:35:45

Incident ID: INCO000059
Alert ID:
Alert Publishing Status: Ready
Alert End Time:
Created: 2018-05-25 01:35:45
Updated: 2018-05-25 01:36:01

Alert Form Fields: [{"alert_id":"","title":"Unable to access team file share","body":"I can access my personal folder but can't access my team's folder on our file share","severity":"Unknown","users":"admin@example.com","delivery_device":"Email - WorkCommonName,Phone - WorkCommonName","groupUser":"0","url":"https://dev36341.service-now.com/incident.do?sys_id=85071a1347c12200e0e563dbb9a71c1"}]

USER-SYNC API

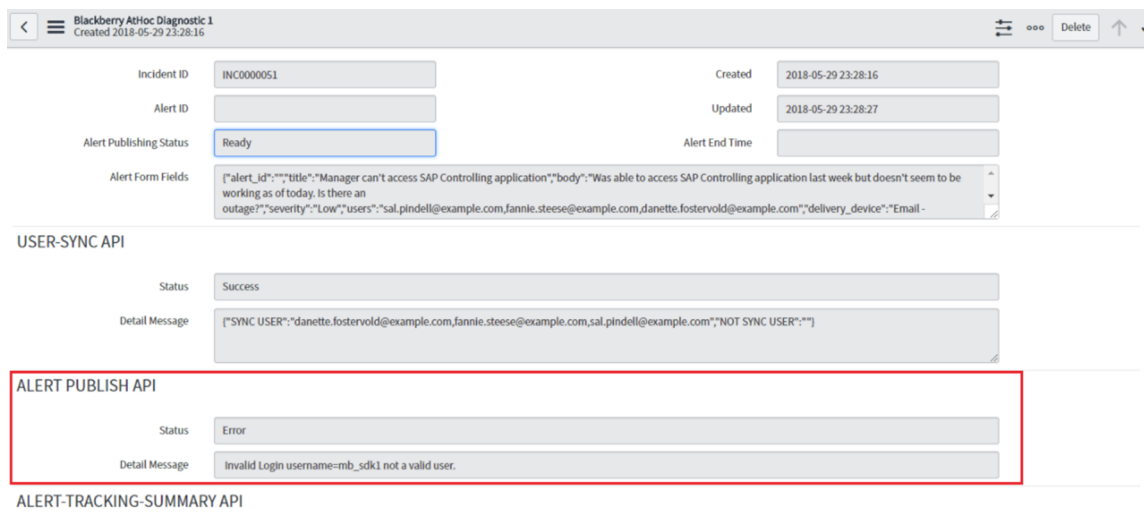
Status: Error
Detail Message: [{"status": "fail", "error_in": "both", "error_msg": "invalid_grant, Username or password is invalid"}]

ALERT PUBLISH API

Status:
Detail Message:

ALERT-TRACKING-SUMMARY API

- On the open alert record, look for the status and a detailed message about Alert Sending failed error. The **ALERT PUBLISH API** section stores the details for the ALERT PUBLISH API status. The status can have the following values: Error, Success, Partial Success.



Note: The BlackBerry AtHoc Diagnostic 1 table does not store the exact response data for APIs. It stores specific data that must be updated on the BlackBerry AtHoc Alert table.

After you finish:

To view the exact Request and Response for the APIs, view the BlackBerry AtHoc Diagnostic 2 table. See [Use the BlackBerry AtHoc Diagnostic 2 table for advanced troubleshooting](#) for details.

Use the BlackBerry AtHoc Diagnostic 2 table for advanced troubleshooting

The BlackBerry AtHoc Diagnostic 2 table contains all requests from CylanceGUARD to BlackBerry AtHoc and all responses from BlackBerry AtHoc. The BlackBerry AtHoc Diagnostic 2 table contains the request and response for the following API requests:

- **ADD_ATTRIBUTE_VALUES:** Adds attribute values to a specific attribute.
- **ALERT PUBLISH API:** Publishes an alert from CylanceGUARD to BlackBerry AtHoc.
- **ALERT-TRACKING-DETAILS API:** Retrieves detailed tracking data for a specific alert, organized by Users and Devices.
- **DELETE_ATTRIBUTE_VAL:** Deletes attribute values from a specific attribute.
- **DEVICE SUMMARY:** Retrieves device level tracking summary data for a specific alert.
- **GET_ATTRIBUTE_VALUES:** Fetches all attribute values present in a particular attribute.
- **GET DEVICES API:** Gets all enabled devices for the organization to integrate with CylanceGUARD.
- **GET-PROVIDER:** Tests if the details entered on the Settings page are correct. If the details are correct, the Connection Successful message is displayed on the Settings page when the user clicks **Test Connection**.
- **MEMBERSHIP SYNC:** Syncs a user with attribute values.
- **OVERALL SUMMARY:** Retrieves summary tracking data for a specific alert.
- **USER SYNC [SCHEDULER]:** Syncs user information to BlackBerry AtHoc.

Use the following fields to check the API Request and Response payload:

- **Alert Activity ID:** This field contains the Alert Activity ID (the CylanceGUARD sys_id of the alert). This value can be used to see the REQUEST and RESPONSE XML for SYNC USER, GET DEVICES, and TEST CONNECTION.
- **Alert ID:** This field contains the Alert ID of the alert for which the REQUEST and RESPONSE data is tracked. The Alert ID field has a value only for ALERT PUBLISH, STATUS, and DETAILS transaction types.

- **Payload Type:** This field stores the Payload Type and can have a REQUEST or RESPONSE value.
- **Transaction Type:** This field stores the Transaction Type (API Name). The Transaction Type field can have the ALERT PUBLISH, OVERALL SUMMARY, DEVICE SUMMARY, DETAILS, SYNC USER, GET DEVICES, or TEST CONNECTION value.

To view the Request and Response for any API mentioned above, view the BlackBerry AtHoc Diagnostic 2 table.

1. Log in to CylanceGUARD portal administrator console.
2. In the filter navigator, type **BlackBerry AtHoc Diagnostic 2**.
3. Under **BlackBerry AtHoc**, select **BlackBerry AtHoc Diagnostic 2**. The Request and Response data are displayed in the **BlackBerry AtHoc Diagnostic 2** table.
4. For ALERT PUBLISH, STATUS or DETAILS, use the Alert ID and Transaction Type to search for an API request and response.

Incident ID	Alert Activity ID	Alert ID	Payload Type	Payload	Transaction Type	Created
INC0010004	9c67861b4f925300ec5b4ebf9310c712	1035158	RESPONSE	<AtHocSdkResponse--payload type="ALERT-T...	DETAILS	2018-05-30 23:59:20
INC0010004	9c67861b4f925300ec5b4ebf9310c712	1035158	REQUEST	<AtHocSdk--<client-2282011-</client>...	DETAILS	2018-05-30 23:59:20
INC0010004	9c67861b4f925300ec5b4ebf9310c712	1035158	RESPONSE	<AtHocSdkResponse--payload type="ALERT-T...	DETAILS	2018-05-30 23:59:06
INC0010004	9c67861b4f925300ec5b4ebf9310c712	1035158	REQUEST	<AtHocSdk--<client-2282011-</client>...	DETAILS	2018-05-30 23:59:06

5. For USER SYNC, use the Alert Activity ID to search for an API request or response.

Incident ID	Alert Activity ID	Alert ID	Payload Type	Payload	Transaction Type	Created
INC0010004	9c67861b4f925300ec5b4ebf9310c712		RESPONSE	[{"LOGIN_ID": "subramani.nswamy@gmail.com...	SYNC USER	2018-05-30 23:58:28
INC0010004	9c67861b4f925300ec5b4ebf9310c712		REQUEST	[{"LOGIN_ID": "subramani.nswamy@gmail.com...	SYNC USER	2018-05-30 23:58:26

You can find the Alert Activity ID for an alert from the BlackBerry AtHoc Diagnostic 1 table's Alert GUID field.

6. Click a Request OR Response record. The Request OR Response data is displayed in the Payload field.

Incident ID	INC0010004	Transaction Type	DETAILS
Alert ID	1035158	Payload Type	RESPONSE
Payload	<pre><AtHocSdkResponse--payload type="ALERT-TRACKING-DETAILS" trackId=""--<systemDate>2018-05-31T06:59:20.6315399Z-/systemDate--<responsePayload--<report--<endRowIndex>1-/endRowIndex--<recordCount>1-/recordCount--<events--<event userId="2282106" username="subramani.nswamy@gmail.com" displayName="Subramani Nswamy" deviceName="Email - Work" address="subramani.nswamy@gmail.com" timestamp="5/30/2018 11:58:41 PM" type="Sent"</pre>		
Alert Activity ID	9c67861b4f925300ec5b4ebf9310c712		

Find all requests and responses for a specific customer contact

1. Log in to the CylanceGUARD portal administrator console.
2. In the filter navigator, type **BlackBerry AtHoc Diagnostic 2**.
3. Under **BlackBerry AtHoc**, click **BlackBerry AtHoc Diagnostic 2**.
4. On the **BlackBerry AtHoc Diagnostic 2** screen, click to display the filter options.

5. Create the filter **Payload contains** *<email-address>* to display all requests and responses for the specified user.
6. Optionally, add an additional **Transaction Type** filter to filter out specific transaction types.
7. Click **Run**.

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

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