



BlackBerry AtHoc

Integrations Release Notes

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Introduction

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

Integration	Latest Release	Date
ServiceNow	2.0.16	September 25, 2023
CylanceGUARD	3.0.2	September 20, 2023
Microsoft Teams	1.0.0.88/1.0.41	August 23, 2023
UEM Notifications	3.3.0.5	April 16, 2024
CylanceGUARD	1.0	May 15, 2023
IPAWS	IPAWS: 2.9.27.23, NDS 2.9.27.975	March 8, 2023
Workday Sync Module	1.0.3.7	September 29, 2021
BBM Enterprise Alerts	1.0	February 10, 2019

BBM Enterprise Alerts

This section provides information about new and changed functionality for BBM Enterprise Alerts releases. For more information about BBM Enterprise Alerts or its related functionality, see the *BBM Enterprise Alerts Installation and Administration Guide* and the *BBM Enterprise Alerts Operator Guide*.

What's new in BBM Enterprise Alerts

1.0 – February 10 2019

- Track the safety status of your personnel.
- Leverage secure and trusted chat from BBM E for sharing important safety information with employees.
- Conform to high-security government communication standards for sharing critical confidential information.
- Distinguish critical alerts from operational messages with a differentiated in-product experience.
- Improve your incident response and collaboration during weather-related events, man-made emergencies, and critical IT outages.

Known issues

1.0

ID	Description	Workaround
NDS-2922	AtHoc Event Viewer logs a 400 error code multiple times.	—
NDS-2989	AtHoc Event Viewer logs have HTML tags in short messages, display email addresses, and display a repeated "Account is disabled" message when an account and its configuration are deleted.	—

IPAWS

This section contains information about new and changed functionality the IPAWS integration with BlackBerry AtHoc.

What's new in IPAWS

IPAWS 2.9.27.23, NDS 2.9.27.975 – March 8 2023

An issue was fixed where IPAWS COG to COG alerting did not function.

Resolved issues

IPAWS 2.9.27.23, NDS 2.9.27.975

ID	Description
IWS-58653	IPAWS COG to COG alerting does not function.

Microsoft Teams

This section contains information about new and changed functionality for the BlackBerry AtHoc Microsoft Teams integration.

What's new in Microsoft Teams

BlackBerry AtHoc Teams hosted application 1.0.0.88, BlackBerry AtHoc client app 1.0.41 – August 23 2023

Publishing alerts API: When sending an alert using the Publishing alerts API, only required fields are sent.

BlackBerry AtHoc Teams hosted application 1.0.0.87, BlackBerry AtHoc client app 1.0.41 – June 20 2023

Logging update: The BlackBerry AtHoc Teams hosted application was updated to capture details about the alert publishing flow.

BlackBerry AtHoc Teams hosted application 1.0.0.81, BlackBerry AtHoc client app 1.0.41 – November 1 2021

Adaptive card text in dark mode: An issue was fixed where the text in the Publish Alert adaptive card did not display when Microsoft Teams was in dark mode.

BlackBerry AtHoc Teams hosted application 1.0.0.80, BlackBerry AtHoc client app 1.0.41 – September 2021

- **Account credentials requirement:** Microsoft Teams operators must use the same account credentials to sign in to the BlackBerry AtHoc Microsoft Teams app and Microsoft Teams.
- **Sign In:** Frequent sign in requests for BlackBerry AtHoc Microsoft Teams operators to connect to the BlackBerry AtHoc server were removed.
- **Icon update:** The BlackBerry AtHoc (📞) icon was replaced with the BlackBerry (📱) icon.

Resolved issues

BlackBerry AtHoc Teams hosted application 1.0.0.88, BlackBerry AtHoc client app 1.0.41

ID	Description
INT-4180	When sending an alert using the Publishing alerts API, only required fields are sent.

BlackBerry AtHoc Teams hosted application 1.0.0.81, BlackBerry AtHoc client app 1.0.41

ID	Description
INT-3494	Microsoft Teams Adaptive Card Issue - Style Accent. When Microsoft Teams is in dark mode, text in the Publish Alert adaptive card does not display.

BlackBerry AtHoc Teams hosted application 1.0.0.80, BlackBerry AtHoc client app 1.0.41

ID	Description
INT-3447	The Microsoft Teams Sync Source filter for the BlackBerry AtHoc 7.14 release was fixed.
INT-3465	Microsoft Teams Global filter attributes are case sensitive.
INT-3451	Microsoft Teams operators cannot sign out from the BlackBerry AtHoc Microsoft Teams app once connected to a Microsoft AAD account that does not have a valid account in BlackBerry AtHoc.

Known issues

BlackBerry AtHoc Teams hosted application 1.0.0.81, BlackBerry AtHoc client app 1.0.41

ID	Description
INT-3540	When Microsoft Teams is in High Contrast mode, values in the "Select the server," "Select Teams to Target," and "Select an Alert Template" pull-down menus do not display.

ServiceNow

This section contains information about new and changed functionality for the ServiceNow integration with BlackBerry AtHoc.

What's new in ServiceNow

2.0.16 – September 25 2023

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

2.0.15 – June 20 2023

Support for Utah: Support for the ServiceNow Utah release was added.

2.0.12 – May 5 2023

End of Support: Support for the ServiceNow Rome and Quebec releases was removed. Support for ServiceNow versions 1.2.7, 1.2.9, and 2.0.9 was removed.

2.0.12 – March 2023

Support for Tokyo: Support for the ServiceNow Tokyo release was added.

2.0.12 – October 2022

Token handling: An issue where alerts could not be published was fixed by adding access control for token handling.

2.0.11 – August 2022

- **Alert publishing:** An issue where alerts could not be published was fixed.
- **Support for San Diego:** Support for the ServiceNow San Diego release was added.

2.0.9 – April 2022

- **Alert activation:** The ability to send ServiceNow alerts to the BlackBerry AtHoc mobile and desktop apps was added.
- **APIv2 support:** Support for APIv2 was added. The use of the BlackBerry AtHoc SDK was deprecated.
- **Configuration update:** The steps to configure the BlackBerry AtHoc application in the ServiceNow instance were simplified. The Client ID, Client Secret, Token URL, and Redirect URL in the application registry are now automatically populated with the details saved in the Connection Settings page.
- **Connection settings page:** The Client ID and Client Secret fields were added to the Connection Settings page. The Organization ID and Scope fields were removed.
- **Support for Rome:** Support for the ServiceNow Rome release was added.

1.2.9 – February 2021

Support for Rome: Support for the ServiceNow Rome release was added.

1.2.7 – September 2021

Support for Quebec: Support for the ServiceNow Quebec release was added.

Resolved issues

2.0.16

ID	Description
INT-4100	On the ServiceNow settings page, clicking the Cancel button does not clear the Client ID and Client Secret details.
INT-4175	Alert publishing retry fix for the BlackBerry AtHoc mobile app.

2.0.15

ID	Description
INT-4122	The BlackBerry AtHoc Devices drop-down menu was updated to display only Personal Devices in Pair Device.
INT-4034	Fixed an issue that occurred when updating the record on Pair Devices.
—	An additional Application Cross Scope Access privilege was added for accessing the OAUTH_ENTITY table.

2.0.12

ID	Description
INT-3801	ServiceNow integration issues with access control for token handling.

2.0.9

ID	Description
INT-3682	Fixed the validation and error message related to organization code.
INT-3686	Fixed alert tracking to capture users response.

1.2.7

ID	Description
INT-3526	When a sent alert is in a Live or Ended state, the Failed and In Progress count displays as 0. When the 0 is clicked, a user record is displayed in a pop-up.
INT-3527	<ul style="list-style-type: none">Clicking the links displayed after saving connection settings results in an error instead of routing to the OAuth Connection Settings and Pair Devices pages.On the Create New Alert page, the More Info link is prepopulated with a URL that does not go to the incident the alert is created for.
IWS-58902	Alerts sent via ServiceNow appear to remain in the "In Progress" state.

Behavior changes

Behavior changes are changes in existing functionality that you need to be aware of when upgrading to the latest ServiceNow release. These changes require that you re-learn existing functionality.

2.0.9

- Alert ID:** The BlackBerry AtHoc Alert ID was replaced with the Alert Unique ID for ServiceNow sent alerts.
- Live alerts:** If a ServiceNow alert published using ServiceNow version 1.2.7 is active during an upgrade to ServiceNow version 2.0.X, the alert continues to have a Live status after the alert expiration time. Operators cannot end these live alerts. End any live ServiceNow alerts published using ServiceNow version 1.2.7 before upgrading to ServiceNow version 2.0.X.

UEM Notifications

This section contains information about new and changed functionality for UEM Notifications releases. For more information about UEM Notifications or its related functionality, see the *BlackBerry UEM Notifications Installation and Administration Guide* and the *BlackBerry UEM Notifications Operator Guide*.

What's new in UEM Notifications

3.3.0.5 – April 16 2024

UEM Release support: Support for UEM release 12.19 was added.

3.0.1.36 – June 27 2023

UEM Release support: Support for UEM releases 12.16, 12.17, and 12.8 was added.

3.0.1.36 – May 5 2023

APIv2 support: Support for UEM Notifications API v2 on UEM 12.15 was added.

3.0.1.33 – October 20 2022

User sync: An issue where UEM user sync failed when the "Enable User sync" option was selected was fixed.

3.0.1.15 – January 2021

Authentication API support: The UEM Notifications plug-in was updated to support authentication API calls.

3.0.2 – September 2019

- **BlackBerry UEM 12.13:** UEM Notifications release 3.0.2 is compatible with BlackBerry UEM version 12.13 and earlier BlackBerry UEM versions 12.12, 12.11.1, and 12.10.
- **Stability:** UEM Notifications release 3.0.2 provides various stability improvements.

3.0.1 – August 2019

- **BlackBerry UEM 12.11:** UEM Notifications release 3.0.1 is compatible with BlackBerry UEM 12.11 and earlier BlackBerry UEM version 12.10.
- **Stability:** UEM Notifications release 3.0.1 provides various stability improvements.

3.0 – June 2019

User synchronization service from UEM: UEM administrators can now ensure all of their users are in the BlackBerry AtHoc system by synchronizing users from within the UEM console. Administrators can set up a user synchronization service as a system job that updates users periodically and keeps track of the changes.

2.0 – May 2018

- **UEM Notifications integration with UEM user manager:** UEM Administrators can now send notifications from within the Managed device users screen in the UEM User Manager. This capability enables administrators to leverage existing filters for flexible user selection.
- **Severity field in publisher:** UEM administrators can now select a severity when creating a UEM Notification. The severity of the notification is displayed as a sortable column on the Notifications page and on the notification details page. The following severities are available: High, Moderate, Low, Informational, and Unknown.
- **Show tracking details on notification details page:** A new “View Tracking Details” link appears in the delivery summary section. Click the link to view the Tracking Details page which displays the names of the targeted users, their device types, device details, delivery status, and delivery date.
- **Show groups targeted through UEM:** The notification details page for a sent notification now includes a list of targeted groups.
- **Show count of users who are not found in BlackBerry AtHoc:** The notification details page for a sent notification now includes a count of users not found in the BlackBerry AtHoc alerting system in the Not Sent column.
- **Show UEM administrator name:** The name of the UEM administrator who sent a notification is now displayed in the Sent Notification grid and on the notification details page.
- **Notifications Details auto-refresh:** When a notification is live, the details presented on the notification details page refresh automatically every 60 seconds.
- **Localization of UEM Notifications:** UEM Notifications are now available in French, German, and Spanish.
- **Restrict UEM Notifications to a specific permission in UEM:** Administrators must have the “Send email to users” permission in UEM to access UEM Notifications.

Resolved issues

3.3.0.5

ID	Description
INT-1905	Compatibility issues with UEM 12.19 Java support were fixed.
INT-1947	The UEM Notifications Settings page does not accept a common name other than the default.

3.0.1.33

ID	Description
INT-3688	UEM user sync fails when the "Enable user sync" option is enabled.

3.0.3

ID	Description
IIM-795	Users with an umlaut character (") in their usernames do not get synchronized from UEM to BlackBerry AtHoc.

3.0.2

ID	Description
AU-26	When a user sync fails and a stop request is sent, the in-progress sync does not stop.

Workday Sync Module

This section contains information about new and changed functionality for the Workday Sync Module integration with BlackBerry AtHoc.

What's new in Workday Sync Module

1.0.3.7 – September 29 2021

Configurable timeout parameters: The `TokenRequestTimeout` and `WorkerDataRequestTimeout` parameters were added to the `WorkdayIWS.config` file. The `TokenRequestTimeout` parameter sets the timeout for the access request token. The `WorkerDataRequestTimeout` parameter sets the timeout for the worker data request. Previously, the timeout values were 60 seconds. Now, these timeout values can be configured.

1.0.3.4 – August 2020

- **Date format support:** Support for all date formats present in BlackBerry AtHoc without case-sensitivity was added.
- **Escape character handling:** Documented handling of escape characters (&,<,>,"") if present in the WDURL.
- **Information and error logging:** Information and error logging during execution of the Workday Sync module was improved.
- **International characters:** Support for international characters was added.
- **REST API request retries:** Retries for failed REST API requests was implemented with a maximum of 3 attempts.
- **Security level support:** Support for the following security levels was added: SSL3, TLS1.0, TLS1.1, and TLS1.2.
- **Workday Report Service URL JSON link:** Support for the Workday Report Service URL JSON link was added.

Resolved issues

1.0.3.7

ID	Description
INT-3521	When attempting to import 10,000 users with 24 attributes, the Workday integration fails with an "Exception occurred when fetching report data" error.

1.0.3.4

ID	Description
INT-2750	The value of the <code>DateTypeFields</code> in the <code>WorkdayIWS.config</code> is not mandatory and can have an "" (empty) value when the Workday date field is not present.

ID	Description
INT-2753	Whether or not the User Sync Client is triggered, the output .csv file name generated after the Workday Sync Module is executed has the word "Sample" with a date and time stamp appended.

Breaking changes

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

1.0.3.4

- **Installation directory change:** To install the Workday Sync Module, create a folder named "Workday" inside the folder where the BlackBerry AtHoc User Sync Client is installed. The AtHocDataIntegrator.exe file and the Workday folder must be in the same parent folder. Unzip and copy all files and the bin folder in the Workday.zip file to the new Workday folder.

CylanceGUARD

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

What's new in CylanceGUARD

3.0.2 – September 20, 2023

Logging: Logs are now purged after 30 days.

1.0 – May 15, 2023

- **Escalate security incidents:** CylanceGUARD analysts can escalate security incidents to send notifications to customers on the BlackBerry AtHoc mobile app with Cylance branding.
- **Receive escalation alerts on mobile devices:** CylanceGUARD customers can now receive escalation alerts containing an incident description and a link to the escalation in the CylanceGUARD portal for further investigation.

Resolved issues

3.0.2

ID	Description
INT-4120	On the ServiceNow settings page, clicking the Cancel button does not clear the Client ID and Client Secret details.
INT-4121	Fixed an issue that occurred when updating the record on Pair Devices.
INT-4122	The BlackBerry AtHoc Devices drop-down menu was updated to display only Personal Devices in Pair Devices.
INT-4175	Alert publishing retry fix for the BlackBerry AtHoc mobile app.

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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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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