



# **BlackBerry AtHoc**

## **Twitter Installation and Configuration Guide**



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# Create and register a Twitter application

To post tweets from third-party sources such as BlackBerry® AtHoc®, Twitter requires that you create and register a virtual application on their website.

1. Go to <http://www.developer.twitter.com>.
2. Log in to your organization's Twitter account. If you do not have a Twitter account, create one. Confirm the email address associated with the account. If you want to manage only one Twitter account, create an application for the company Twitter account. To do this, your organization must have a Twitter account and you must have your organization's authorization.
3. Click **Developer Portal**.
4. On the **Dashboard** screen, click **Projects & Apps** in the left panel.
5. In the main panel, click **Create Project**.
6. On the **Name Your Project** screen, enter **Twitter APIv2**.
7. On the **Which best describes you?** screen, select an option from the **Select a use case** pull-down menu.
8. Click **Next**.
9. On the **Describe your new Project** screen, enter a brief description.
10. Click **Next**.
11. On the **Name your App** screen, enter **AtHoc\_Integration**.
12. Click **Next**.
13. On the **Here are your keys & tokens** screen, click **Copy** to copy the API Key, API Key Secret, and Bearer Token.
14. Click **App settings**.
15. Optionally, on the **App details** screen, click **Edit** to update the application name or description.
16. In the **User authentication settings** section, click **Set up**.
17. On the **User authentication settings** screen, in the **App permissions** section, select the **Read and write Direct message** option.
18. In the **Type of App** section, select the **Native App** option.
19. In the **App info** section, complete the following fields:
  - **Callback URL / Redirect URL**: This field tells Twitter where to return after successful authentication. Enter a production URL in the following format: `https://<server-address>/TwitterConfig/TwitterAuthSuccess.aspx`.
  - **Website URL**: This is shown on user-facing authorization screens.
  - **Organization name (optional)**: This name is displayed when users authorize your app.
  - **Organization URL (optional)**: This URL is displayed when users authorize your app.
  - **Terms of service (optional)**: Add a link to your terms of service.
  - **Privacy policy (optional)**: Add a link to your privacy policy.
20. Click **Save**.
21. On the **Here is your OAuth 2.0 Client ID and Client Secret** screen, click **Copy** to copy both the Client ID and Client Secret. Save the Client ID and Client Secret in a secure location.
22. Click **Done**.

# Configure Twitter in BlackBerry AtHoc

1. Install the Twitter device: `<BlackBerry-AtHoc-Install-Path>\ServerObjects\tools\Athoc.Applications.Tools.InstallPackage.exe`
2. Log in to the BlackBerry AtHoc management system as an administrator.
3. Click .
4. On the **Settings** page, in the **Devices** section, click **Twitter**.
5. On the **Twitter** page, enter the values you wrote down in Step 13 of the [Create and register a Twitter application](#) section.  
If you are unsure what to enter in a field, click the **Copy default settings** link for default values.
6. Click **Save**.
7. Click **<< Back** to return to the **Settings** page.
8. In the **Devices** section, click **Devices**.
9. On the **Devices** page, click the **Mass Devices** tab.
10. Click **Twitter**.
11. On the **Twitter** page, click **Edit**.
12. Verify the values.
13. In the **Delivery Gateways** section, click **Add a Delivery Gateway > Twitter**.
14. Click **Save**.
15. Click **More Actions > Enable**.

# Create a mass device endpoint

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click .
3. In the **Devices** section, click **Mass Device Endpoints**.
4. On the **Mass Device Endpoints** page, click **New > Twitter**.
5. On the **New Mass Device Endpoint** page, in the **General** section, enter an **Endpoint Name**. Enter a value between 4 and 80 characters long. The following special characters are not allowed: ( ' ^ = < > )
6. In the **General** section, enter a **Common Name**. Enter a value between 4 and 80 characters long. The following special characters are not allowed: ( ! \$ % ^ ( ) = { } , ; : ? " &lt; &gt; | [space])
7. In the **Configuration** section, if no Twitter account already exists, click **Provide Twitter Credentials**. The Twitter / Authorize an application page opens in a new window.
8. Enter the **Account name** and **password** for your Twitter account.
9. Click **Authorize app** to give permission to the application you set up in the previous section to tweet to this Twitter account. You are returned to the New Mass Device Endpoint screen.  
You have the option to register to tweet to the same Twitter account where you set up the Twitter application. This way, you will only need to manage one account if your organization has only one Twitter account.
10. Click **Save**.
11. Publish the alert by selecting the Twitter device and selecting a user within the Twitter device option. You can also specify the content to tweet through the Twitter device option.
12. Go to Twitter to verify that the tweet was posted.

# Set up an XML feed on a given provider

1. Install the XML feed device and then configure and enable the XML Feed and gateway in the same way you did with Twitter (see [Configure Twitter in BlackBerry AtHoc](#)) except with the XML device.
2. Go to the BlackBerry AtHoc management system and create a non-personal device (NPD) user.  
**Important:** Users must have a display name for XML Feed targeting to work.
3. In the **Devices** section, click **Mass Device Endpoints**.
4. On the **Mass Device Endpoints** page, click the **config** link beside **XML Feed** to launch a device address set up screen.
  - a) Record and copy the URL on the top, which is used to access the feed.
  - b) Enter the feed title (mandatory) and any other information you want to publish with the feed.
  - c) Select **Require Authentication**.
  - d) Fill in the **Username** and **Password** fields if you want the feed to require authentication.
5. Click **Done**.
6. Click **Save**.
7. Publish an alert. Select **XML Feed** as a device. Select a Twitter enabled user from the device options.
8. Go to the URL from Step 4a and ensure that the alert is included in the feed.

## After you finish:

The default feed format is RSS2.0. To retrieve a feed in a different format, complete the following steps:

1. In the BlackBerry AtHoc management system, click **Alerts > Delivery Templates**.
2. Create and save a new template for the XML feed.
3. Fill out the Template XSLT layout for the output format you want. You can refer to the default template for the XML Feed to generate your own XSL template.
4. Record the template name. You will need it to access the feed in the specified format.
5. Access the feed by attaching the following to the URL: "&format=templatename" (Replace template name with your template name.)

# 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>.

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Published in Canada