



BlackBerry AtHoc

Mobile App Release Notes

4.14.1

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What's new in BlackBerry® AtHoc® mobile app 4.14.1

iOS and Android - November 2024

BlackBerry AtHoc mobile app release 4.14.1 provides minor enhancements and stability fixes.

Resolved issues

4.14

| Jira ID | Platform | Summary |
|------------------------|--------------|--|
| MBL-13944 MBL-13992 | iOS, Android | The remote push notification feature does not work correctly for collaboration messages on the mobile app. When the app is in a killed state and the user receives a new collaboration message, the user does not receive a push notification. Instead, the user sees a generic notification that indicates that there are new collaboration messages, but does not provide details about the specific message. Clicking on this generic notification takes the user to the list of collaboration sessions, but not directly to the chat session for the new message. This issue is resolved in BlackBerry AtHoc release 7.20. |
| MBL-14040 | iOS, Android | The mobile app inbox incorrectly shows ended alerts as 'Live' for both iOS and Android users due to a code issue that prevents the database from updating the end date and status of the alert. |
| MBL-14042 | iOS | Ended alerts are displayed on the All tab in the Inbox as Live due to the mobile app improperly refreshing the list of alerts when the user relaunches the app after a period of time. |

4.13.2

| Jira ID | Platform | Summary |
|-----------|--------------|--|
| MBL-12978 | iOS, Android | When selecting the My Profile page, a "Failed to retrieve user profile data" error is displayed. |
| MBL-12979 | iOS | When an Accountability Officer attempts to update the status of a user that has a backslash (\) in their username, the mobile app displays error 232A25. |

4.13.1

| Jira ID | Platform | Summary |
|-----------|--------------|--|
| MBL-12602 | iOS, Android | Alerts with the "Exercise" alert type are sent with "Other" as the alert type. |
| MBL-12827 | iOS | The mobile app crashes when a user taps the Alert Type drop-down when editing an alert template. |

| Jira ID | Platform | Summary |
|-----------|--------------|--|
| MBL-12835 | iOS, Android | When there is an active Collaboration on the mobile app and the mobile device is idle for over 30 minutes, when the user navigates to the Collaboration page, the following error is displayed: "Error Loading Collaboration." |

4.13

| Jira ID | Platform | Summary |
|-----------|----------|--|
| MBL-12253 | iOS | Users on iOS 17 receive multiple alert push notifications. Users must open the mobile app after upgrading to release 4.13. |
| MBL-12387 | iOS | Users on iOS 17 see alert push notifications reappear even after viewing an alert. |

4.12.1

| Jira ID | Platform | Summary |
|-----------|----------|--|
| MBL-11080 | Both | Required fields must now be completed before a user can save their My Profile page. This applies to customers on BlackBerry AtHoc release 7.17 and later releases. |
| MBL-11330 | Both | Users can no longer update their My Profile page when their organization does not have the My Profile Page setting enabled in Settings > Mobile App > Features. |

4.12

| Jira ID | Platform | Summary |
|-----------|----------|---|
| MBL-7371 | iOS | When the mobile app is launched from the app shortcut, the progress indicator is displayed as a white box. |
| MBL-8321 | Android | When using a OnePlus 6T device, an operator cannot access the alert publishing flow when an invalid fingerprint is provided for Biometric Authentication. |
| MBL-8860 | Both | The Check In / Check Out field is displayed on the organization details page as Check In instead of Check In / Check Out. |
| MBL-10479 | iOS | For devices running iOS 16, video attachments in Emergencies and Reports do not display options such as Play or Pause. When viewing a video attachment, users cannot swipe left or right to access other attachments. |

| Jira ID | Platform | Summary |
|-----------|----------|---|
| MBL-11168 | iOS | When an Accountability Officer attempts to manage a user during an accountability event and taps on the user's phone number, instead of calling the phone number, an email is opened instead. This occurs if the device name does not contain the word "phone." |

4.11

| Jira ID | Platform | Summary |
|-----------|----------|---|
| MBL-10402 | iOS | For devices running iOS 16, video attachments in Emergencies and Reports do not display options such as Play or Pause. When viewing a video attachment, users cannot swipe left or right to access other attachments. |

Known issues

The following tables list known issues based on the release version that first had the issue.

4.13.1

| Jira ID | Platform | Summary | Workaround |
|-----------|--------------|--|--------------------------------|
| MBL-12853 | iOS, Android | The "Exercise" alert type displays the "Other" alert type icon. | Update to mobile release 4.14. |
| MBL-12862 | iOS, Android | The "Exercise" alert type string is not localized for all supported languages. | Update to mobile release 4.14. |

4.13

| Jira ID | Platform | Summary | Workaround |
|-----------|----------|---|------------|
| MBL-12432 | iOS | Users on iOS 17 may receive multiple alert push notifications if they receive an alert within 4-5 minutes after upgrading to mobile app release 4.13. | — |

4.12.1

| Jira ID | Platform | Summary | Workaround |
|-----------|----------|--|---|
| MBL-12253 | iOS | Users on iOS 17 receive multiple alert push notifications. | Upgrade to mobile app release 4.13. Open the app after the upgrade. |
| MBL-12387 | iOS | Users on iOS 17 see alert push notifications reappear even after viewing an alert. | Upgrade to mobile app release 4.13. Open the app after the upgrade. |

4.11

| Jira ID | Platform | Summary | Workaround |
|-----------|----------|--|------------|
| MBL-10456 | Android | The approximate location is not updated when sending an emergency using a blue tooth button when the mobile app is in the background or in a 'killed' state. | — |

4.6

| Jira ID | Platform | Summary | Workaround |
|----------|----------|--|------------|
| MBL-7573 | iOS | On the collaboration screen, the footer at the bottom appears blank, which makes the chat look like it is clipped. | — |
| MBL-7584 | iOS | On the collaboration screen, the header scrolls. | — |

4.4

| Jira ID | Platform | Summary | Workaround |
|----------|----------|---|------------|
| MBL-6864 | Android | The file name of an attachment is different in the alert details screen than the file name when the attachment is opened. | — |

4.2

| Jira ID | Platform | Summary | Workaround |
|----------|----------|---|------------|
| MBL-2070 | Android | Unable to do a manual refresh to view the latest information in the Delivery Summary section. | — |

| Jira ID | Platform | Summary | Workaround |
|----------|----------|--|------------|
| MBL-3433 | Android | Device is connected to the internet but the "No network connectivity" banner is still displayed. | — |
| MBL-5581 | Android | When the user is switching organization and sends an emergency using the 3D Touch app short cut, the emergency is not sent successfully. | — |
| MBL-6862 | Both | Video recorded from a phone device while sending an emergency is blurry when the video is added as an attachment. | — |

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. 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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