



BlackBerry AtHoc

Mobile App Release Notes

4.14.2

Contents

- What's new in BlackBerry® AtHoc® mobile app 4.14.2..... 4**
- Resolved issues..... 5**
- Known issues..... 8**
- BlackBerry AtHoc Customer Support Portal..... 11**
- Documentation feedback..... 12**
- Legal notice..... 13**

What's new in BlackBerry® AtHoc® mobile app 4.14.2

iOS and Android - December 2024

BlackBerry AtHoc mobile app release 4.14.2 provides minor enhancements and stability fixes.

Resolved issues

4.14.2

Jira ID	Platform	Summary
MBL-14389	Android	Extra response options that are not part of the alert when publishing are shown in the user profile's "View Activities."
MBL-14370	iOS	Mobile app registration does not work for emails with frequently used special characters.
MBL-14421	iOS	Users are unable to register the mobile app due to a "no network connectivity" error. This issue occurs even when users have a stable internet connection and are not required to be on the organization network to register the app.
MBL-14419	iOS	The user list in an Accountability Officer alert is not displayed when there are more than 50 users.

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.
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.
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>.

Legal notice

©2024 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

Patents, as applicable, identified at: www.blackberry.com/patents.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABILITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES

WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada