



BlackBerry AtHoc

Mobile App Release Notes

4.14.x

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What's new in BlackBerry® AtHoc® mobile app 4.14.x

4.14.3 iOS and Android - February 2025

- **Integrated AppSecure SDK:** The BlackBerry AtHoc mobile app integrates the AppSecure SDK to enable jailbreak detection. This enables the app to detect if a device is jailbroken and take appropriate actions.

4.14.2 iOS and Android - December 2024

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

4.14.1 iOS and Android - November 2024

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

Resolved issues

4.14.3

Jira ID	Platform	Summary
MBL-14389	Android	Extra response options are displayed in the user profile's "View Activities" section that were not part of the original alert when published.
MBL-14392	iOS	When auto-creating a new user, the My Profile screen fails to load for users with an email address containing a + character.
MBL-14393	iOS	An Invalid Email error is displayed and no verification email is sent when registering the mobile app with an email address that contains the special characters # or &.
MBL-14431	iOS	The mobile app displays an authentication error dialog if the user cancels the authentication process while attempting to update a user's status in an accountability event. The same issue occurs when the user's session expires and they cancel the authentication.
MBL-14443	Android	The mobile app occasionally freezes instead of going to the home screen when the user presses the back button from the alert details screen.
MBL-14445	iOS	The mobile app publishes a duplicate timestamp for mobile event types such as check-ins and check-outs.
MBL-14539	iOS	Attachments sent from the mobile app are not included in alerts triggered by mobile alert event rules in BlackBerry AtHoc.

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>.

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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

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