



BlackBerry AtHoc

Mobile App Release Notes

4.8

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What's new in BlackBerry AtHoc mobile app 4.8

iOS and Android

- **Alert publishing error messages:** The following alert publishing error messages were added:

Error code	Error message
INVVAL1107	Invalid blocked group <i>group-common-name</i>
INVVAL1108	Invalid target group <i>group-common-name</i>
INVVAL1159	Publish alert template is not found or invalid
INVVAL1154	Invalid personal device <i>device-common-name</i>
Generic	Failed to publish alert

- **Attachments:** The following attachments improvements were made:
 - Support was added for .html, .kml, and .xml files.
 - .html, .kml, and .xml files can be downloaded on the mobile device.
 - If an attachment is not downloaded in the background, tapping on the attachment from the list displays the file type icon and an Open / Download button.
 - When downloading a .kml, .xml, or .html file and a file with the same name already exists in the selected folder, the mobile app displays a "File already exists" error. The user can tap OK to close the message or Replace to overwrite the file.
 - If the user taps an attachment while it is downloading in the background, a progress icon is displayed.
 - If the user taps the home screen while an attachment is downloading, the mobile app continues to download the file and displays a message when the download is complete.
 - Success and failure messages are displayed when an attachment is downloaded.
- **Authentication type:** When smart card authentication is enabled, the Authentication Type row appears in the Available Features section of the settings screen.
- **Check Out:** Users can now send check out events using the mobile app. The check out event sends the user's location to BlackBerry AtHoc. The check out updates the user's profile with their last known location and appears in the Inbox in the BlackBerry AtHoc management system.
- **Mobile app migration to use Alert Publishing APIs:** The mobile app now uses the Alert Publishing API instead of the legacy SDK for the alert publishing flow.
- **OS support:** The BlackBerry AtHoc mobile app is now supported on Android 11, iOS 14, and iPadOS 14.

Note: A Precise Location setting was introduced as part of Apple iOS 14. Users with Apple iPhones running iOS 14 or later should turn on the Precise Location setting to ensure the mobile app can target them in alerts and accurately determine their location when they send emergencies and reports, perform check ins and check outs, or enable tracking from the mobile app. When this setting is turned off, the mobile app can only access an approximate location for the user. The Precise Location setting can be turned on under **Settings > Privacy > Location Services > AtHoc**.
- **Registration email address:** End user email addresses can be preconfigured and prepopulated on the Registration screen. When the user registers on the mobile app, their email address is prepopulated. The email address field can be manually edited.
- **Smart card authentication:** When smart card authentication is enabled, when an operator starts the alert publishing, report summary, or accountability officer respond-on-behalf-of others (ROBO) flows, a window

appears to select a valid certificate. The certificate must already be present on the operator's device. When a valid certificate is selected, the operator can then complete the flow.

When smart card authentication is enabled, it becomes the primary authentication method. When the primary authentication type changes from username and password to smart card authentication or vice versa, any current access and refresh tokens expire and the operator must authenticate with the new primary authentication method.

When smart card authentication is enabled, biometric authentication is disabled and the biometric authentication setting is not displayed on the settings screen. The username and password authentication method cannot be disabled.

- **Smart card authentication error handling:** If smart card authentication fails, the user is redirected to the username and password login screen. The mobile app displays the following error messages:
 - Login Failed: There is an invalid RedirectUri or OrgCode in the configuration.
 - Invalid Certificate: The MTLS Auth is not configured for the organization.
 - Invalid Certificate: The certificate is unable to extract the mapping ID.
 - User Not Found: The user account of the submitted certificate is not found.
 - Service Error: The server could not accept the login request.
 - Authentication Cancelled: The user cancelled the authentication.

Android

- **Attachment downloads:** When a mobile user clicks the Download button for an .html, .kml, or .xml attachment, if the file is already downloaded, the user is prompted to select a folder on their device to save the file in. The download begins when the user selects the folder. If the file is already present in the selected folder, an overwrite message dialog is displayed.
- **No network connectivity banner:** When the mobile app has no network connectivity, a banner is displayed on the alert details page.

VPN requirement

If you are using the mobile app with an on-premises BlackBerry AtHoc management system, you must establish a VPN connection from your mobile phone to your organization's corporate network before performing any of the following tasks from the mobile app:

- Publishing an alert
- Sending a report
- Updating the status of an accountability event
- Viewing or participating in collaborations
- Updating your user profile
- Subscribing to organizations
- Logging in using a smart card

Behavior changes

Behavior changes are changes in existing functionality that you need to be aware of when upgrading to BlackBerry AtHoc mobile release 4.8. These changes require that you re-learn existing functionality.

- **Attachments**

- When downloading a .kml, .xml, or .html file and a file with the same name already exists in the selected folder, the mobile app displays a "File already exists" error. The user can tap OK to close the message or Replace to overwrite the file.
- File names for all file types are truncated in the middle of the file name.
- **OPEN FILE button:** The OPEN FILE button has been renamed to OPEN.

Breaking changes

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

- **Biometric authentication:** Biometric authentication is not available once smart card based authentication is enabled. Biometric authentication is not restored automatically when smart card authentication is disabled. An operator needs to manually set up biometric authentication again.

Resolved issues

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- There are no fixed issues for this release.

Known issues

The following table describes issues that were first noted in version 4.8. Subsequent tables in this section list all other known issues, organized based on the product version that first exhibited the issue.

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Jira ID	Platform	Summary	Workaround
MBL-8733	Android	When attempting to open a .txt file alert attachment using Google docs, the file does not open and the "Saving" message appears and does not close. This issue applies to devices using Android 11 only.	Open the .txt file attachment using a Chrome browser or HtmlViewer.
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.	—

4.7.1

- There are no known issues for this release.

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Jira ID	Platform	Summary	Workaround
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.	Disable the Biometric Authentication setting in the organization details screen on the BlackBerry AtHoc mobile app.

4.6.1

Jira ID	Platform	Summary	Workaround
MBL-8023	iOS	The BlackBerry AtHoc mobile app does not get upgraded until Track Me is running on iOS devices.	—

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.	—
MBL-7593	iOS	On the collaboration screen, the processing icon does not display until all historical information displays.	—

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Jira ID	Platform	Summary	Workaround
MBL-1048	iOS	If you send an emergency and then close the app while the app is still contacting the organization, the emergency is not sent.	—
MBL-1102	Both	The Information icon is missing for a Check In event on the global map and on maps within an alert with a Check In event.	—

Jira ID	Platform	Summary	Workaround
MBL-7371	iOS	When the mobile app is launched from the app shortcut, the progress indicator is displayed as a white box.	—

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Jira ID	Platform	Summary	Workaround
MBL-6774	Both	When the Mobile App and the Dynamics Mobile App are installed on the same device, the Bluetooth button pairs to both apps after turning Bluetooth on and off.	—
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.	—
MBL-6926	iOS	If the Mobile App is registered while Location Services is not enabled, the "Turn on Location Services to Allow AtHoc to determine Your Location" message appears and then disappears.	—
MBL-7218	iOS	With iOS 13, a thick black border appears around the Login screen fields.	—

4.2.2

- There are no known issues for this release.

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Jira ID	Platform	Summary	Workaround
MBL-2070	Android	Unable to do a manual refresh to view the latest information in the Delivery Summary section.	—
MBL-3433	Android	Device is connected to the internet but the "No network connectivity" banner is still displayed.	—
MBL-3471	Android	When replying to an alert, if the user receives an SMS, replies to the SMS, and then switches back to the app, a "Connection Error" message is displayed.	—
MBL-5043	iOS	A blank white screen is displayed in place of a keyboard when the Touch ID authentication dialog is dismissed. This issue is observed only on iPhone 7 (iOS 10.2.1).	—
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.	—

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Jira ID	Platform	Summary	Workaround
MBL-5036	Android	Mass device alert template is available for publishing when the template is in a 'Not ready to Publish' state.	—

4.0

Jira ID	Platform	Summary	Workaround
MBL-5350	Both	On the Change Location screen, the map is zoomed out on Android and zoomed in on iOS.	—

3.5

Jira ID	Platform	Summary	Workaround
MBL-1092	iOS	Bubble content with driving directions icon is missing for Start and End points of escape routes on the map. Start and End points are not tappable.	—
MBL-1408	Both	A Check In is sent to BlackBerry AtHoc even though it was cancelled on the mobile device.	—
MBL-1705	Both	On the SSA map, the title of a shape that is inside another shape is not easy to see.	—
MBL-2372	Both	No error occurs when publishing an alert with no users defined for targeting.	—

Jira ID	Platform	Summary	Workaround
MBL-3339	Both	An alert is getting published to non-restricted distribution lists.	—
MBL-3902	Android	After sending an emergency and putting the mobile app in the background, when the emergency is sent, the mobile app opens.	—

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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