



# **BlackBerry AtHoc**

## **Notification Delivery Service and OPM Release Notes**

2.9.32



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# Introduction

These release notes contain information about new and changed functionality in Notification Delivery Service (NDS) version 2.9.32 and the OPM plug-in. For more information on NDS or its related functionality, see the *BlackBerry AtHoc Notification Delivery Service Installation and Configuration Guide* and the related plug-in guides on docs.blackberry.com at the following URL: <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/delivery-services/latest>.

# New in release 2.9.32

The following section describes new features in NDS and the OPM plug-in, version 2.9.32.

## Technical enhancements

- **Email service logging:** Email service logging was enhanced to monitor the health of the application and system.
- **Email service automatic failover:** An automatic failover mechanism was added for the email service at the application and system level.
- **Email service testing loop cycle:** The email service testing loop cycle was enhanced. A complete email relay test was added. The following enhancements were made:
  - Self test flow
  - Failover mechanism
  - Recovery flow
  - System status logic
- **Health management:** A new health management module was added to capture the latest email service status. The health management module provides the overall health status of services and the system based on an analysis of historical data.
- **Delivery management:** The delivery management module was enhanced to use the health state of services to manage email delivery more efficiently.
- **Alert reporting:** Alert reporting was updated to capture missing email delivery failures. This provides visibility into the status of published alerts.
- **Monitoring:** Application and system level monitors were added to provide better visibility of the status of the system and to minimize the response time during outages.

# New in release 2.9.21

The following sections describe new features in provided in NDS and the OPM plug-in, version 2.9.21.

## **NDS**

- Support was added for attachments in alerts.

## **OPM**

- Support was added for attachments in email alerts.

# New in release 2.9.7

The following sections describe new features in provided in NDS and the OPM plug-in, version 2.9.7.

## NDS

- None

## OPM

The following improvements are available with OPM:

- Supports STARTTLS as SMTP client (sender) on either port 25 or 587, depending on the relay server configuration.
  - A new Sender configuration key `<startTlsMode>` is added to control the STARTTLS behavior on the OPM Sender level in three different possible settings: `none`, `optional`, and `must`.
  - TLS version 1.2 is enforced by an app server system setting, not in the application.
- Supports fully customized **From** email address in the email alerts optionally. When a custom **From** address is used, OPM uses the Reply-To MIME header for the encoded email addresses to keep track of responses.
- A new configuration key `<autoReplyFilterKeywords>` is added in the Receiver settings. The key filters automatic responses based on keywords specified in the string key. The response option code is ignored if a filter string is found either in the subject or body.

# Resolved issues

2.9.32

Jira ID	Description
CLD-421	Alerts without attachments go to the spam folder in the Microsoft Outlook/Hotmail client.
CLD-1522	When a user responds to an alert that they already responded to, alert emails display a copyright statement issue.



# Known Issues

This section lists known issues in OPM releases.

## 2.9.32

Jira ID	Description	Workaround
CLD-1527	If the OPM plug-in is down for a couple of hours, it does not resume again and displays an error until it is restarted.	—
CLD-1532	The OPM plug-in reports an incorrect capacity when recovering from an error state.	—
CLD-1542	When tasks are terminated by NDS, the error details are only visible when the full error report is exported from BlackBerry AtHoc.	—
CLD-1557	The TLC table for a sent email alert logs StateID 220 twice.	—

## 2.9.21

Jira ID	Description	Workaround
CLD-332	The email response acknowledgement page does not display across the entire screen when opened on a mobile device.	—

## 2.3.0

Jira ID	Description	Workaround
HF-168	Extra dot in alert message corrupted the OPM delivery.	—
NDS-976	No Call Bridge option is available for OPM during alert publishing.	Added support for Call Bridge for links to conference calls.

# 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://support.athoc.com>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

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