BlackBerry AtHoc

Release Notes (Cloud)

7.9

Contents

Introduction

These release notes contain information about new and changed functionality for BlackBerry AtHoc Networked Crisis Communication Release 7.9. For more information about BlackBerry AtHoc or its related functionality, see the BlackBerry AtHoc documentation on docs.blackberry.com at the following URL: https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc.

What's new in BlackBerry AtHoc 7.9 (Cloud)

Management system

- **Alert and event response tracking threshold**: The thresholds for response update tracking for alerts and accountability events were updated:
  - First 10 minutes: Every 30 seconds
  - 10 minutes to 1 hour: Every 60 seconds
  - 1 hour to 8 hours: Every 5 minutes
  - 8 hours (or longer): Every 24 hours
- **Acknowledge responses for extended alerts**: Users and accountability officers can respond to an alert when the alert or event end time is extended beyond the original configured end time. The end time of an alert can be extended up to five minutes before the original configured end time. This functionality is supported on email, mobile app, SMS, and TAS callback devices. Alert summaries and reports display the extended end time and the responses captured during the extended alert time.
- **Database Archive setting**: The Archive setting can now be accessed only when logged in to the System Setup (3) organization. For more information, see "Database archiving" in the *BlackBerry AtHoc System Administrator Configuration Guide*.
- **Desktop client certificate handling**: An option was added in the desktop app authentication settings to configure the client regular expression. For more information, see "Set the type of desktop software authentication" in the *BlackBerry AtHoc System Administrator Configuration Guide*.
- **Desktop sessions**: The number of active desktop app sessions for a singe user has been limited to 10 sessions.
- **Email alert template**: The email alert template was updated to allow end users to respond to an alert via a link in the email.
- **Enable personal alert button**: The ability to enable or disable sending an emergency using a paired personal alert button on the BlackBerry AtHoc mobile app was added. This setting is organization-specific. For more information, see "Configure the Mobile App gateway" in the *BlackBerry AtHoc System Administrator Configuration Guide*.
- **Extend alert or event end time**: The ability to extend the end time of an alert or event was added.
- **Improved Single Sign-On solution**: The BlackBerry AtHoc single sign-on solution was updated to be more secure, reliable, and easier to configure. The improved SSO solution enables each customer to update their own SSO configuration through the BlackBerry AtHoc management system. For more information, see the *BlackBerry AtHoc Single Sign-On Administrator Guide.*
- **Mass Device Endpoint settings**: The Display Name field in the Mass Device Endpoints settings was updated to support spaces and parentheses.
- **New device type and gateway**: A new device type and gateway were added to support the SiRcom Giant Voice System integration.
- **Organization attribute**: The Organization attribute is now visible and searchable in any type of organization (enterprise, standalone, or suborganization.)
- **Organization-specific session timeout**: Enterprise administrators can configure the session timeout value across the enterprise in the Security Policy settings in the BlackBerry AtHoc management system.
- **Organization subscription bulk update:** Organization subscriptions can now be updated using the .csv user import process, or by using the BlackBerry AtHoc API. For more information, see "Subscribe users to organizations" in the *BlackBerry AtHoc Manage Users Guide*.
- **"Password never expires" setting to be toggled on/off**: Enterprise administrators and system administrators can configure whether the "Password Never Expires" option appears on user profile pages.

- **Removed 'K' pseudo metric from home page**: The BlackBerry AtHoc management system home page now displays the number of users with a real value instead of with an abbreviated "K" format. For example, 100,000 is now displayed instead of 100K.
- **Revoke operator permissions due to inactivity**: Administrators can now configure operator permissions to be revoked automatically after a specified amount of time of inactivity. For more information, see "Revoke operator permissions" in the *BlackBerry AtHoc System Administrator Configuration Guide*.
- **Support export of geolocation attribute in user data export**: Operators can now export the physical location entered in a user's profile to a .csv or .pdf file. Previously, only the POINT(longitude latitude) value could be exported.
- **Support extended time for published events**: The end time for an accountability event can be extended while the event is in progress. For more information, see "Change the end time of a live event" in the *BlackBerry AtHoc Account User Guide*.
- **Updated icons for location and attachments**: Icons to indicate the inclusion of an attachment or location in an alert or event in the BlackBerry AtHoc management system were updated.

API changes

- **API login page**: The Remember Me option was hidden from the API login page.
- **New Reporting APIs**: The Alert Report - Device Summary and Alert - Report - Hierarchy Summary APIs were added.
- **Public API**: The Public API was added to Swagger. The Alert Unique Identifier is exposed instead of the Alert ID.
- **Publishing API**: The following Publishing API functions were added:
  - GET list of alert types
  - GET alerts list
  - GET alerts detail
  - GET alert severity
  - GET alert template details
  - GET mass device list including endpoints
  - Alert mass device targeting
  - Alert user targeting by name and location of a target organization
  - Authentication server access token update
- **User Search API**: The GET User List API endpoint was added.

Cloud and delivery services

- **TAS**: The following new locales were added for TAS:
  - Chinese (Mandarin)
  - Korean
  - Portuguese
- **Delivery Services**: The pager delivery service was added.
- **Extended support on cloud gateways**: Support for Fax, TTY, and Pager was added to BlackBerry AtHoc release 6.1.8.87 CP1. Support for Fax and Pager was added to BlackBerry AtHoc release 7.6.

Desktop

- **CheckUpdate (CU)**: (Mac only.) CheckUpdate was updated to honor the configured recovery interval.

- **Client certificate handling**: An option was added in the desktop app authentication settings to configure the client regular expression. For more information, see "Set the type of desktop software authentication" in the *BlackBerry AtHoc System Administrator Configuration Guide*.
- **Session limit**: The number of active desktop sessions for a single user was limited to 10.

Integrations

- **Cisco Blast**: Cisco Blast for IP Phones is now compatible with Microsoft SQL Server 2016 and Windows 2016.

Mobile app

- **Mobile app 4.5 for iOS and Android**: The ability to enable or disable a Bluetooth button was added to the settings in the BlackBerry AtHoc management system. The HockeyApp (used for analytics and reporting) was deprecated. AppCenter is supported instead.
- **Mobile app 4.5 for Android**: The mobile app for Android was updated to meet Google's target API level. The Android Camera API was deprecated. The Camera2 API is supported instead.
- **Mobile app 4.5 for iOS**: Support for dark mode was added. Dark mode provides a dark on light color scheme. iOS 13 and IPadOS for iPads are now supported.

Self Service

- **Mobile responsiveness 508 section compliance**: Self Service in responsive mode is 508 section compliant. Self Service is in responsive mode by default.
- **Responsive event view in Inbox improvements**: A shortcut link was added to the Self Service Inbox to go directly to the user status history for sponsors and dependent users.

Resolved issues

The following issues have been resolved in BlackBerry AtHoc Release 7.9.

Jira ID	Description	Notes
IWS-37001	When more than the maximum of 200 characters is added to an Email Device field using the API, the maximum character limit warning message is not displayed.	—
IWS-37978	The alignment of the distribution list layer is not correct on the Map Settings page.	—
IWS-38162	On Internet Explorer, distribution lists are selected by default on the map.	—
IWS-39999	On Internet Explorer, changes made to layers in the Map settings are not reflected on the live map.	—
IWS-41666	The database restore utility is not in sync with the latest data file structure.	—
IWS-41722	The default data for a new system is incorrect. There is a discrepancy between the XML feed and the Mass Device Endpoint UI.	—
IWS-42061	The user sync client log displays an error when the optional SMTP parameter is not configured.	—
IWS-42787	An incorrect flag icon is displayed when a Kazakhstan phone number is entered.	—
IWS-42788	No flag icon is displayed when a Kosovo (+383) phone number is entered.	—
IWS-42818	Using non-English characters in a Display Name or Common Name attribute value causes an error when using the User Sync Client.	—
IWS-42884	When importing users from a .csv file, the import allows device addresses with leading spaces to be imported.	—
IWS-43126	An operator password with the special character < cannot be saved.	—

Jira ID	Description	Notes
IWS-43170	The copyright year on the Swagger login page is incorrect.	—
IWS-43529	Operator permissions expire one day before the permission expiration date.	—
IWS-43691	Disabled users can receive alerts sent from the mobile app.	—
IWS-43755	If an event or error page in the diagnostic log is left on the screen idle for more than 20 minutes, if you then click the Cancel button, an error page is displayed.	—
IWS-43950	An empty screen is displayed when attempting to drill down on a Device Coverage Report by Organizational Hierarchy report.	—
IWS-44159	On the User Attribute settings page, when the Organizational Attribute parent node is double-clicked, it does not open in edit mode.	—
IWS-44567	On the API Applications setting page, when a client ID with the maximum number of characters (200) is entered, the client ID is not displayed correctly in the UI.	—
IWS-44750	When viewing Self Service on a tablet device, the Advanced Search window displays in the middle of the screen when auto rotating the tablet from vertical view.	—
IWS-44824	The last letter of the Informational severity is cut off on IPhone X and IPad in vertical mode.	—
IWS-45097	On the Security Policy setting page, if you collapse and then expand the Password Rules section, the section labels overlap.	—
IWS-45195	On Internet Explorer 11, the confirmation window is displayed multiple times when attempting to exit the Edit Dependents dialog in Self Service without saving changes.	—

Jira ID	Description	Notes	
IWS-45489	An operator with expired operator permissions is not able to log in to Self Service.	—	
IWS-45511	If the ended on and published time of a sent alert is manually updated so that it is the oldest alert, this update is not reflected on the Archive disclaimer page.	—	
IWS-45522	A "Close Other Session" warning is displayed even though no other active sessions are open.	—	
IWS-45691	When you select a distribution list folder for targeting in an alert, all available folders and distribution nested in it appear to be selected, but no users are targeted. If you manually select each of the actual distribution lists and not the folder that they belong to, the users are targeted properly.	—	
IWS-45786	An alert duration provided in seconds can be sent in a POST Alert Publish API Payload.	—	
IWS-45858	Without publishing an alert, an operator is redirected to the Sent Alerts page when selecting role-based targeting with Fill Count set to 1.	—	
IWS-46017	Unable to send alerts to pagers.	—	
IWS-46018	On the Self Service Two-Factor Authentication page, the Choose a Method list does not display all devices.	—	
IWS-46086	In a Device Coverage report sorted by Organizational Hierarchy, when you click on the drill down button, a 404 (Not found) error is shown for the plus.gif and minus.gif files.	—	
IWS-46389	The Organization Subscription section gets removed from an operator's user profile page when an edit operator permission is performed.	—	
IWS-46465	On Internet Explorer 11, updates made to delivery templates are not saved.	—	

Jira ID	Description	Notes	
IWS-46495	The format for mobile phone devices in Mexico has changed to eliminate the "1" prefix that identifies mobile numbers.	—	
IWS-46790	When an operator uploads a blank image while on the New Delivery Template page, they are returned to the Delivery Templates page.	—	
IWS-46809	A File Not Found (404) error is displayed when the Export to Excel button on the Delete Placeholder pop-up is clicked.	—	
IWS-47031	When updating an event status using an SDK payload, the status gets updated but the Update By column displays "null."	—	
IWS-47034	Logging in to BlackBerry AtHoc fails and the following error message is displayed: "An Unexpected Error has Occurred. Please check the diagnostic log for more info."	—	
IWS-47042	Exporting operators to a .csv file does not work for operators who have a large number of distribution list restrictions.	—	
IWS-47044	If IsSSMobileResponsive is set to True, end users cannot edit or update any customer attribute of type Date in Self Service.	—	

Known Issues

This section lists known issues in BlackBerry AtHoc releases.

The following table describes issues that were first noted in version 7.9. Subsequent tables in this document list all other known issues, organized by the product version that first exhibited the issue.

7.9

Jira ID	Product package	Problem	Workaround
		Self Service	
IWS-46310	Both	When using Self Service on a tablet device, the Status details sometimes appear under the Display Name column.	—

7.8

- There are no additional known issues in release 7.8.

7.7

- There are no additional known issues in release 7.7.

7.6

Jira ID	Product package	Problem	Workaround
		SDK	
IWS-41685	Both	The Alert Publish SDK does not support more than 10,000 users.	—

7.5

- There are no additional known issues in release 7.5.

7.4

Jira ID	Product package	Problem	Workaround
		Alerts and Alert Templates	
IWS-35377	Enterprise	The IPAWS out-of-the-box template does not get triggered after upgrading to release 7.4 when a custom template that was linked before the upgrade is made not ready or gets deleted.	Make a change in the database to select the new out-of-the-box alert template to be triggered by IPAWS alerts.

7.3

Jira ID	Product package	Problem	Workaround
		Alerts and Alert Templates	
IWS-35084	Enterprise	The values for Instruction or Response type placeholders are not rendered in an IPAWS custom alert template.	—
IWS-38378	Both	On Safari, the Publish button on an alert Review and Publish page falls to the bottom of the screen.	—

7.0.0.2

- There are no additional known issues in release 7.0.0.2.

7.0.0.1

Jira ID	Product package	Problem	Workaround
		Alerts and Alert Templates	
IWS-29312	Both	After pressing the browser back button on the new template page, the user lands on last surfed page instead of on template manager page.	—

6.1.8 Patch 90

Jira ID	Product package	Problem	Workaround
Reports			
IWS-26353	Both	When the Security Policy for session timeout is changed, the Activity log and Inbox pages (SignalR) behave inconsistently.	—

6.1.8 Patch 89

Jira ID	Product package	Problem	Workaround
Users			
IWS-21459	Both	An error is displayed when a user search is performed with the following special characters: ! { } ^	—
Maps			
IWS-24180	Enterprise	Migration from a release 88 to a release 90 template displays broken breadcrumb in Location Summary of the map.	—
Other			
IWS-24294	Both	In the Schedule section, date time issue on set date and time radio button.	—
IWS-24489	Both	In FireFox, the Results Based Targeting pop-up is not displayed when the bar chart is clicked in Delivery Distribution by Devices (Chart.)	—

6.1.8 Patch 88

Jira ID	Product package	Problem	Workaround
Alerts and Alert Templates			

Jira ID	Product package	Problem	Workaround
IWS-16932	Enterprise	Delivery of alerts on a phone device using the TAS (AtHoc Cloud East) gateway trims the alert body.	—
IWS-17310	Enterprise	Escalation using multi-select picklist should target each user as per attribute order.	—
IWS-19042	Enterprise	Export to PDF file border extends to next page in case of Fill count Alert.	—
Maps			
IWS-19226	Enterprise	The picklist attribute created from the shape layer does not add to the count of user attributes.	—
Users			
IWS-24620	Enterprise	[UAM] The dates specified in min/max range for a DateTime attribute are not reflected correctly in Self Service for a VPS where the VPS time is different than the system time.	—

6.1.8 Patch 87CP1 CHF3

- There are no additional known issues in Release 87CP1 CHF3.

6.1.8 Patch 87 CP1

Jira ID	Product package	Problem	Workaround
Alerts and Alert Templates			
IWS-15196	Both	On Firefox, the counter jumps from 54 seconds to 1 minute while replaying the recorded audio.	—
IWS-17375	Both	Scenario quick publish to all connected organizations: The Review and Publish page does not show newly connected organizations.	The alert will still go to all connected organizations. This issue does not occur when editing the alert first.

Jira ID	Product package	Problem	Workaround
Users			
IWS-15071	Enterprise	After granting an operator the System Administrator role in System Setup, you can no longer edit permissions for that user in their base organization.	Keep all System Administrators in System Setup, or create the user in the home organization before granting System Administrator permissions.
IWS-17085	Both	EUM Search: Search shows invalid results when the searched text contains closing curly brace (}).	—
		Import/Export	
IWS-14922	Both	Import does not support commas (,) in a device display name.	—
IWS-14929	Both	Import does not support attribute names with a period (.).	—
IWS-15216	Both	Importing users updates the profile with changes for the geolocation point, but does not update the displayed location name.	—
		Mobile App	
IWS-12923	Both	The organization logo does not propagate to the Mobile App.	—
		Other	
IWS-14632	Enterprise	Browse - Play does not work the first time the user uploads the audio if the file is not fully uploaded.	
IWS-16766	Enterprise	Time Zone in PID 3 System Settings is misleading or wrong.	—
IWS-17132	Enterprise	Multiple active sessions for desktop client leads to an incorrect record for "response ignored by the system."	—

Jira ID	Product package	Problem	Workaround
IWS-17240	Enterprise	Slow performance of Home Page with 500,000 users - Usercounts.	There have been many improvements on the Home Page, but performance might be slow for 500,000 users.

6.1.8 Patch 87

Jira ID	Product package	Problem	Workaround
Alert Templates, Publishing, Inbox, Sent Alerts			
IWS-12742	Both	The Sent Alert Details view does not show the selected details for the phone, including Options settings.	—
IWS-13063	Enterprise	When targeting mass devices with key option and regular endpoints selection, the Review and Publish page appends a comma (,) to the endpoint display name. For example: `,ATI_Pole`	—
IWS-13192	Enterprise	The Review and Publishing process does not validate on Targeting section's readiness when publishing the Draft Alert.	—
IWS-13248	Both	(Firefox) Alert/Scenario > Personal and Mass Devices options: Should not allow applying the custom text input with length validation error.	—
IWS-15146	Enterprise	Placeholders at Org level cannot have same name as Placeholders at Enterprise level.	—
User Management and Roles			

Jira ID	Product package	Problem	Workaround
IWS-12079	Enterprise	User Attributes: When a shape layer name is modified, the SP creates a new user attribute instead of renaming the existing attribute. Work around is manually running the SP: 1. Log in to BlackBerry AtHoc and navigate to **Settings** > **Map and Layers** > **Shape Layers**. 2. Click the **Add a Layer** link. 3. Enter a layer name. For example: Cities 4. Click the **Import Data** link. 5. Import a shape layer file. 6. Select the **Predefined Zones** check box and save. 7. Log in to the database server and run the following stored procedure `exec dbo.UTL_CREATE_ATTRIBUTE_FROM_` *< provider id>*. Where *<provider id>* is the 6-digit identifier for the organization in which this attribute should be created. For example "111111" 8. Return to AtHoc and navigate to **Settings** > **User Attributes**. 9. Verify that the attribute with the layer name is created (attribute should be of type multi-select picklist). 10. Check the values for the attribute. The values (and the number of values) should match the number of shapes added in the imported shape layer file.	—
IWS-13247	Enterprise	Creating attributes from a shape layer does not throw an error if a non multi-picklist custom attribute already exists.	Before uploading a shape layer, administrators should ensure layer name uniqueness to avoid this issue.
IWS-13253	Enterprise	On running the SP to create an attribute from a shape layer, the attribute's names are incorrect when more than one shape layer exists.	—
		SDK	

Jira ID	Product package	Problem	Workaround
IWS-12930	Enterprise	SDK: Telephony extensions (like Stop Calling options or Require PIN/Validation) are not applied. Default values are used.	—
Devices			
IWS-13021	Enterprise	Clean MSI: Out-of-the-box devices (aside from MIR3) appear as enabled with an empty device metastore on VPS (3,5,6).	—
Reports and Tracking			
IWS-13042	Both	If you add the Organization attribute to Report Column Layout, the detailed users view hides the attribute when you click the pie chart.	—
Import/Export			
IWS-18137	Enterprise	SDK import: DateTime attribute values after import get converted as per the VPS timezone.	Always import Date Time values in the system time zone.
Other			
IWS-13614	Enterprise	Confusing message on login page when the base URL for the system is not valid.	—

6.1.8 Patch 86 R3

- There are no additional known issues in release 6.1.8 Patch 86 R3.

6.1.8 Patch 85 R3

- There are no additional known issues in release 6.1.8 Patch 85 R3.

6.1.8 Patch 85

- There are no additional known issues in release 6.1.8 Patch 85.

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/customer-support-portal.html

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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