



BlackBerry AtHoc



BlackBerry AtHoc Networked Crisis Communication
CSV Importer Tool

Release 7.5

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What is the CSV Importer tool?

The BlackBerry AtHoc CSV Importer tool is an executable file that you can use to import users into the BlackBerry AtHoc management system from a CSV file. Use this tool when importing users for a new customer, or when importing many users. The CSV Importer tool has expanded functionality when compared to import through the BlackBerry AtHoc management console. For more information about importing users from the management console, see the “Import Users from a File” section of the *BlackBerry AtHoc Enterprise User Guide*.

Obtain the CSV Importer tool

Contact your BlackBerry AtHoc implementation engineer or customer support representative to obtain a copy of the CSV Importer tool package (executable, configuration file, and required libraries).

CSV Importer set up overview

The CSV importer tool includes one configuration file (`CsvImporter.exe.config`), the CSV Importer program (`CsvImporter.exe`), and several DLLs. To install the CSV Importer tool, you must create a folder and add the files to it. When installing the tool:

- Make sure that the ZIP archive is not “blocked” (in Properties), and then extract the contents (found in the `ApiExtension` folder) into a folder on the machine.
- Edit the `ApiExtension\CsvImporter\CsvImporter.exe.config` file and make changes as described in [Configure the CSV importer configuration file](#).

Quick set up

You must update the following settings to start using the CSV Importer tool:

- Provide the CSV log file name and location.
For example: `C:\temp\csvimport.log`
- Configure CSV field mapping.
- BlackBerry AtHoc Server URL.
For example: `http://iwsqa2.athocdevo.com/sdk/listener/listen.asp`
- SDK user account and password.
For example: `sdkuser`. The SDK user password must also be entered in the configuration file.
- Provider ID.
- Path to the CSV data file.
For example: `C:\temp`
Any file with extension `csv` will be found and used by the CSV Importer.

See [Configure the CSV importer configuration file](#) for more information about these settings.

Configure the CSV importer configuration file

Before you run the CSV Importer tool, you must configure the `CsvImporter.exe.config` file.

Note: Do not modify the system section of the `CsvImporter.exe.config` file. The system section includes the `<configSections>` and `<startup>` sections, as shown in the following example.

Example

```
<configuration>
  <configSections>
    <section name="log4net"
type="log4net.Config.Log4NetConfigurationSectionHandler, log4net"/>
    <section name="csvFormat"
type="CsvImporter.Configuration.CsvFormatConfigurationSection,
CsvImporter"/>
    <section name="debugMode"
type="CsvImporter.Configuration.DebugModeConfigurationSection,
CsvImporter"/>
```

```
</configSections>

<startup>
  <supportedRuntime version="v4.0"
sku=".NETFramework,Version=v4.0"/>
</startup>
```

Set up logging parameters

Set up logging parameters for your import in the `<log4net>` section. By default, a maximum of ten log files is kept, each with a maximum size of 10 MB. Update the `<maxSizeRollBackups>` and `<maximumFileSize value>` attribute to change these values.

You must also specify a log file name and a path to write the log files to in the `<file value=>` attribute. For example:

```
<file value="c:\Temp\_CsvImporter.log"/>
```

You do not need to modify any other attributes in the `<log4net>` section.

Example

```
<log4net debug="false">
  <appender name="RollingLogFileAppender"
type="log4net.Appender.RollingFileAppender">
<file value="c:/Temp/My_CsvImporter.log"/>
  <appendToFile value="true"/>
  <rollingStyle value="Size"/>
  <maxSizeRollBackups value="10"/>
  <maximumFileSize value="10MB"/>
  <staticLogFileName value="true"/>
  <layout type="log4net.Layout.PatternLayout">
    <conversionPattern value="%-5p %d %5rms %-22.22c{1} %-18.18M -
%m%n"/>
  </layout>
</appender>
<root>
  <level value="INFO"/>
  <appender-ref ref="RollingLogFileAppender"/>
</root>
</log4net>
```

For more information, see <http://logging.apache.org/log4net>.

Define your CSV format

Set the formatting standards for your CSV file in the `<csvFormat>` section. Specify how many lines to skip to account for the header row or rows in your CSV file. You can also configure if you want to ignore empty rows, and define the type of delimiter (comma, pipe, or character) used in the CSV file.

csvFormat element

Attribute	Description
ignoreFirstLines	Specifies the number of lines to skip at the top of the CSV data file. The default is 1.
ignoreEmptyLines	Specifies if the CSV Importer should ignore empty lines in the CSV data file. The default is true.
delimiter	Specifies the delimiter character in the CSV data file. Usually it is a pipe character or comma. The default is comma.

Map CSV columns to BlackBerry AtHoc fields

Your CSV data file must include a header with column names. The column names in the header are for your reference. The `CsvImporter.exe.config` file does not use them, but the `<csvField>` elements in the `CsvImporter.exe.config` file match each column in the CSV header with a User Attribute in the BlackBerry AtHoc server. Each column in the CSV header must have a corresponding `<csvField>` element in the `CsvImporter.exe.config` file and the `<csvField>` elements must be in the same order as the columns in the CSV file.

The CSV Importer tool reads fields defined in the `CsvImporter.exe.config` file in the order in which they are presented in the CSV file. Each column in the CSV file must be mapped to one of the following attribute types in the BlackBerry AtHoc management system:

- Standard attributes
- Custom attributes
- Devices
- Static distribution lists

In the `<csvField>` attribute, set the `name` value to match a column name in your CSV file.

Set the `iwsName` value to a value that matches a common name for a standard attribute, custom attribute, device, or static distribution list in the BlackBerry AtHoc management system.

Example

```
<csvFormat ignoreFirstLines="1" ignoreEmptyLines="true" delimiter=",">
<csvField name="EmployeeNumber" fieldType="String" iwsName="mid"/>
<csvField name="FirstName" fieldType="String" iwsName="firstName"
fieldQuoted="true"></csvField>
<csvField name="LastName" fieldType="String" iwsName="lastName"
fieldQuoted="true"></csvField>
<csvField name="custom:FullName" fieldType="String"
iwsName="DisplayName" fieldQuoted="true"/>
<csvField name="device:Work Email" fieldType="String"
iwsName="workEmail" fieldQuoted="true"></csvField>
<csvField name="device:Work Phone" fieldType="String"
iwsName="workPhone" fieldQuoted="true"></csvField>
<csvField name="custom:Title" fieldType="String" iwsName="title"
fieldQuoted="true"></csvField>
</csvFormat>
```

Standard attributes

Standard attributes are system attributes that are available out of the box.

The CSV field format for standard attributes is:

```
<csvField name="CSV_FILE_COLUMN_NAME" fieldType="String"
iwsName="IWS_FIELD_NAME" fieldQuoted="true/false" />
```

Note: When values for a field contain commas or other characters that break the CSV format, you must put double quotes around the value in the CSV file. Use the `fieldQuoted` attribute with the value “true” to prevent the double quotes from appearing in the data.

The following standard `iwsName` attributes that are used with import include the following:

- `mid`—Mapping ID (required). This is the main unique identifier for a user in the BlackBerry AtHoc system.
- `password`
- `firstName`
- `lastName`
- `enabled`
- `username`
- `displayName`
- `Organizational Hierarchy`

Example

```
<csvField name="mappingID" fieldType="String" iwsName="mid"
fieldQuoted="true" />
<csvField name="password" fieldType="String" iwsName="password"
fieldQuoted="true" />
<csvField name="Status" fieldType="String" iwsName="enabled"
fieldQuoted="true" />
<csvField name="First Name" fieldType="String" iwsName="firstName"
fieldQuoted="true" />
<csvField name="Last Name" fieldType="String" iwsName="lastName"
fieldQuoted="true" />
```

For more information, see [BlackBerry AtHoc field names](#).

Custom attributes

Custom attributes are attributes that are created by an operator.

You must prepend a column name value with the `custom:` prefix to map a column in your CSV file to a custom attribute in the BlackBerry AtHoc management system.

Example

```
<csvField name="custom: field name" fieldType="String"
iwsName="IWS_FIELD_COMMON_NAME" fieldQuoted="true/false" />
```

Devices

In the `<csvField>` attribute, prepend the name value with the `device:` prefix to map a column in your CSV file to a device name.

Example

```
<csvField name="device: device name" fieldType="String"
iwsName="IWS_DEVICE_COMMON_NAME" fieldQuoted="true/false" />
```

Static distribution lists

In the `<csvField>` attribute, use the `SDL:` value to specify that the column contains the name of a static distribution list.

Example

```
<csvField name="SDL: device name" fieldType="String"
iwsName="IWS_STATIC_LIST_NAME" fieldQuoted="true/false" />
```

Set up debugging actions

Detailed error messages from BlackBerry AtHoc are not logged by default. Enable detailed logging by replacing INFO with DEBUG in the “level” node under the “root” element:

```
<root>
  <level value="INFO" />
```

Enable or disable debug mode in the `<debugMode>` section. Debug mode is enabled by default.

In the `<debugMode>` section, set the `enabled` value to `true` to enable debugging. With debug mode enabled, you can control individual functions of the CSV Importer and enable or disable sending email reports, moving files upon processing, and syncing users until you are satisfied with the import process.

Example of debugging steps:

1. Enable debugging and set all values to false. Then run the CSV Importer tool and make sure it can successfully parse the CSV file.
2. Change the flag on "syncUsers" to true. The CSV Importer parses the CSV file and attempts to synchronize users.
3. Once Step 2 works, set the “useEmail” flag to true. The CSV Importer starts generating email reports upon completion of the run.
4. If Step 3 works to your satisfaction, change the flag on the moveFiles setting. The CSV Importer starts moving processed files to a specified folder on completion of the run.
5. Once Steps 1-4 work, disable debug mode and your CSV Importer is ready for production runs.

You can also specify whether to send email with debug information, move and rename processed CSV files, or synchronize users.

Debug mode elements and attributes

Element	Attribute	Attribute value
debugMode	enabled	Values: true or false Default: true False—Ignore debug options useEmail, moveFiles, and syncUsers. True—Debug options useEmail, moveFiles, and syncUsers are used. Each debug option has an “enabled” attribute that is used to make the CSV Importer ignore the option.
useEmail	enabled	Values: true or false Default: false Specifies if the CSV Importer will use SMTP service to send a notification with parsing results. When true, the following options must have valid settings: smtpServer, mailUsername, mailPassword, mailRecipient, mailFromAddress, and mailFromName.
moveFiles	enabled	Values: true or false Default: false Specifies if the processed CSV data files are moved and renamed.
syncUsers	enabled	Values: true or false Default: true Specifies whether to sync users. This setting is useful for testing CSV parsing without running the sync operation.

Example

```
<debugMode enabled="true">
  <useEmail enabled="false"/>
  <moveFiles enabled="false"/>
  <syncUsers enabled="true"/>
</debugMode>
```

Set up connection and notification actions

Configure BlackBerry AtHoc connection and notification attributes in the <appSettings> section.

Use the <add key> attributes to set the connection and notification actions described in the following table:

Connection and notification options

Element	Attribute	Attribute value															
add	key	proxyUrl															
	value	Example: "http://atdevdc01.athocdevo.com"															
add	key	proxyPort															
	value	Example: "8080"															
add	key	proxyUsername															
	value	The proxy username.															
add	key	proxyPassword															
	value	The proxy password.															
add	key	processedFolder															
	value	The folder where files should be moved. Used when moveFiles is set to true.															
add	key	batchSize															
	value	<p>The default is 20.</p> <p>The number of users to import in one SDK batch.</p> <p>There is a trade-off between the time it takes to import and the time it takes to process a batch. A larger batchSize reduces the time it takes to import all users. At some point server performance degrades and the import takes longer.</p> <table border="1"> <thead> <tr> <th>Batch Size</th> <th>Time to upload 5000 users (Server Version 7.0.0.1)</th> </tr> </thead> <tbody> <tr> <td>50</td> <td>15 min</td> </tr> <tr> <td>80</td> <td>15 min</td> </tr> <tr> <td>500</td> <td>8 min</td> </tr> <tr> <td>750</td> <td>7 min</td> </tr> <tr> <td>900</td> <td>7 min</td> </tr> <tr> <td>1000</td> <td>8 min</td> </tr> <tr> <td>1500</td> <td>16 min</td> </tr> </tbody> </table>	Batch Size	Time to upload 5000 users (Server Version 7.0.0.1)	50	15 min	80	15 min	500	8 min	750	7 min	900	7 min	1000	8 min	1500
Batch Size	Time to upload 5000 users (Server Version 7.0.0.1)																
50	15 min																
80	15 min																
500	8 min																
750	7 min																
900	7 min																
1000	8 min																
1500	16 min																
add	key	throttleTimeout															
	value	<p>The default is 5000.</p> <p>The amount of time, in milliseconds, that the CSV Importer can be idle before an import session is cancelled. This setting provides some resilience when communication with the server is slow.</p>															

Element	Attribute	Attribute value
add	key	retries
	value	The default is 3. The number of times to retry when a batch fails to import.
add	key	useMailService
	value	Values are true or false. The default is false. When useMailService is false, the remaining mail settings are not used.
add	key	smtpServer
	value	The SMTP server address. Example: ATCASHT1.athoc.com
add	key	mailUsername
	value	The SMTP account username.
add	key	mailPassword
	value	The SMTP account password. Enter the password in plain text. For example: <code><add key=" mailPassword" value="password1234" /></code> The value is replaced with encoded text when the CSV Importer runs. For example: <code><add key=" mailPassword" value="ENC(qQlSanRn0RYy/h9u17HaQKLNlYtKG1lxx/gJ55ZUKj4=)" /></code>
add	key	mailRecipient
	value	The email address of the person who should receive notification from the CSV Importer when the import is complete.
add	key	mailFromAddress
	value	The email address to be used in the "From" field of the email.
add	key	mailFromName
	value	The name to be used in the email.
add	key	log4net.Internal.Quiet
	value	

Note: The first time you run the CSV Importer tool, provide plain text passwords in the `CsvImporter.exe.config` file. After the first run, the passwords are encrypted, and the configuration file is updated with the encrypted passwords.

Note: If you are not running a proxy, omit the Proxy URL, port, username, and password from the `<appSettings>` section of your configuration file.

Example

```
<appSettings>
  <add key="username" value="csv_importer"/>
  <add key="password" value="dummyspassword"/>
  <add key="iwsUrl"
value="https://showcase.athoc.com/sdk/listener/listen.asp"/>
  <add key="vpsId" value="2050353"/>
  <add key="proxyUrl" value="http://showcase.athocdevo.com"/>
  <add key="proxyPort" value="8080"/>
  <add key="proxyUsername" value="user"/>
  <add key="proxyPassword" value="password"/>
  <add key="readFolder" value="c:/Temp/PipeDelimiter"/>
  <add key="processedFolder" value="c:/Temp"/>
  <add key="batchSize" value="750"/>
  <add key="throttleTimeout" value="5000"/>
  <add key="retries" value="1"/>
  <add key="useMailService" value="false"/>
  <add key="smtpServer" value="SMTP_SERVER"/>
  <add key="mailUsername" value="USERNAME"/>
  <add key="mailPassword" value="PASSWORD"/>
  <add key="mailRecipient" value="user1@blackberry.com"/>
  <add key="mailFromAddress" value="admin@athoc.com"/>
  <add key="mailFromName" value="BlackBerry AtHoc Admin"/>
  <add key="log4net.Internal.Quiet" value="false" />
</appSettings>
```

Run the CSV Importer tool

To run the CSV Importer tool, complete the following steps:

1. Open a command prompt as an administrator.
2. Change directory to the CSV Importer program folder. (See [CSV Importer set up overview](#) for more information.)
3. Type **CsvImporter.exe** and press **Enter** to run the `CsvImporter.exe` file.

For example, if you created a folder called “_importer” in the root C: directory and extracted the `ApiExtension` file into that folder, change directory to:

```
C:\_importer\ApiExtension\CsvImporter
```

After the CSV Importer tool completes, check the log file for any errors. If there are errors, you may need to make changes to the `CsvImporter.exe.config` file and run the import again. Most errors are due to a mismatch in the CSV field mapping.

Sample CSV Importer configuration file

The following is a sample of the `CsvImporter.exe.config` file:

```
<?xml version="1.0"?>
<configuration>
  <configSections>
    <section name="log4net"
type="log4net.Config.Log4NetConfigurationSectionHandler, log4net"/>
    <section name="csvFormat"
type="CsvImporter.Configuration.CsvFormatConfigurationSection,
CsvImporter"/>
    <section name="debugMode"
type="CsvImporter.Configuration.DebugModeConfigurationSection,
CsvImporter"/>
  </configSections>

  <startup>
    <supportedRuntime version="v4.0"
sku=".NETFramework,Version=v4.0"/>
  </startup>

  <log4net debug="false">
    <appender name="RollingLogFileAppender"
type="log4net.Appender.RollingFileAppender">
      <file value="c:/Temp/DEBUG_CsvImporter.log"/>
      <appendToFile value="true"/>
      <rollingStyle value="Size"/>
      <maxSizeRollBackups value="10"/>
      <maximumFileSize value="10MB"/>
      <staticLogFileName value="true"/>
      <layout type="log4net.Layout.PatternLayout">
        <conversionPattern value="%-5p %d %5rms %-22.22c{1} %-18.18M -
%m%n"/>
      </layout>
    </appender>

    <root>
      <level value="DEBUG"/>
      <appender-ref ref="RollingLogFileAppender"/>
    </root>
  </log4net>

  <csvFormat ignoreFirstLines="2" ignoreEmptyLines="true">
    <csvField name="EmployeeNumber" fieldType="String" iwsName="mid"/>
    <csvField name="FirstName" fieldType="String" iwsName="firstName"
fieldQuoted="true"/>
    <csvField name="LastName" fieldType="String" iwsName="lastName"
fieldQuoted="true"/>
    <csvField name="custom:FullName" fieldType="String"
iwsName="DisplayName" fieldQuoted="true"/>
  </csvFormat>
</configuration>
```

```
<csvField name="device:Work Email" fieldType="String"
iwsName="workEmail1" fieldQuoted="true"></csvField>
  <csvField name="device:Work Phone" fieldType="String"
iwsName="workPhone" fieldQuoted="true"></csvField>
  <csvField name="custom:Title" fieldType="String" iwsName="title"
fieldQuoted="true"></csvField>
</csvFormat>

<debugMode enabled="true">
  <useEmail enabled="false"/>
  <moveFiles enabled="false"/>
  <syncUsers enabled="true"/>
</debugMode>

<appSettings>
  <add key="username" value="user1"/>
  <add key="password" value="password123"/>
  <add key="iwsUrl"
value="https://demo.athoc.com/sdk/listener/listen.asp"/>
  <add key="vpsId" value="2548840"/>
  <add key="readFolder"
value="c:/AtHoc/user1/customers/customer1/csv"/>
  <add key="processedFolder" value="c:/Temp/Done"/>

  <add key="useMailService" value="true"/>
  <add key="smtpServer" value="exchange.athoc.com"/>
  <add key="mailUsername" value="user1"/>
  <add key="mailPassword" value="p##aV23lik05;"/>
  <add key="mailRecipient" value="user1@blackberry.com"/>
  <add key="mailFromAddress" value="user1@blackberry.com"/>
  <add key="mailFromName" value="User 1"/>

  <add key="debugMode" value="true"/>
</appSettings>

</configuration>
```

Troubleshooting common error messages

Error: Bad Entry: #1. Reason: User could not be synced. Batch request failed.

This error is displayed when a user record could not be processed by BlackBerry AtHoc. This is typically followed by the exact error message returned by BlackBerry AtHoc. For more information, enable debug, and the CSV Importer logs complete payloads sent to BlackBerry AtHoc and returns the response received from BlackBerry AtHoc.

Error: Exception encountered parsing file: System.Net.WebException: The underlying connection was closed: Could not establish trust relationship for the SSL/TLS secure channel. --->

`System.Security.Authentication.AuthenticationException: The remote certificate is invalid according to the validation procedure.`

This error indicates that there is an issue on the BlackBerry AtHoc server. The certificate in the server is either not valid or is not correctly configured for the domain and hostname.

Error: Exception encountered parsing file: `System.Net.WebException: Unable to connect to the remote server ---> System.Net.Sockets.SocketException: No connection could be made because the target machine actively refused it 10.0.0.1:80`

This error indicates that there is a configuration issue with the proxy server. Contact your IT team to check if the proxy server is working. Provide them with the IP address displayed in the error message.

Error: Exception encountered parsing file: `System.Net.WebException: The remote server returned an error: (407) Proxy Authentication Required.` This error indicates that your proxy is an authenticated proxy and you have not provided a proxy user ID and password, or the proxy user and password you provided is not correct.

Error: Exception encountered parsing file: `System.Net.WebException: The remote name could not be resolved: 'atdevdc0112.athocdevo.com'`

This error indicates that your proxy server name or the BlackBerry AtHoc server name could not be resolved. Your proxy server name or BlackBerry AtHoc server name provided in the `CsvImporter.exe.config` file might be incorrect. Check your proxy server name.

Error: Exception encountered parsing file: `System.Net.WebException: The underlying connection was closed: An unexpected error occurred on a send. ---> System.IO.IOException: Unable to read data from the transport connection: An existing connection was forcibly closed by the remote host. ---> System.Net.Sockets.SocketException: An existing connection was forcibly closed by the remote host at System.Net.Sockets.Socket.Receive(Byte[] buffer, Int32 offset, Int32 size, SocketFlags`

This error indicates that the BlackBerry AtHoc hostname is not correct or does not exist in the `CsvImporter.exe.config` file.

Error: Exception encountered parsing file: `FileHelpers.FileHelpersException: The delimiter ',' can't be found after the field 'LastName' at line 2 (the record has less fields, the delimiter is wrong or the next field must be marked as optional).`

This error indicates that the CSV file to be imported has fewer fields than are specified in the `CsvImporter.exe.config` file. Correct your CSV file and the `CsvImporter.exe.config` file.

BlackBerry AtHoc field names

Name or Type	Required	iwsName	Can import?	Notes
User ID	N/A	userid	No	You cannot use the userid to create new or identify existing users.
Username	No	username	Yes	—
Password	No	password	Yes	Passwords must meet the password complexity rules in Settings.
Mapping ID	Yes	mid	Yes	The only way to identify existing users is through mapping ID (mid), and it must be included when creating new users.
First Name	No	firstName	Yes	—
Last Name	No	lastName	Yes	—
Display Name	No	displayName	Yes	—
Status	No	enabled	Yes	The CSV values are “Y” to enable and “N” to disable.
Single-select picklist	No	Common Name of picklist attribute	Yes	The CSV value is the common name of the picklist value.
Organizational Hierarchy	No	Organizational Hierarchy	Yes	Example: /Node1/Node12/Node121/ The value for iwsName is the common name of the Path attribute.
Geolocation	N/A	—	No	—
Phone - Work	No	workPhone	Yes	The value for iwsName is the common name of the device.
Email - Work	No	Email-Work	Yes	The value for iwsName is the common name of the device.

BlackBerry AtHoc customer portal

If you encounter any problems or have questions regarding the BlackBerry AtHoc software, contact BlackBerry AtHoc Technical Support using any of the following methods:

- Web Site Form: <https://support.athoc.com/customer-support-portal.html>
- Telephone: 1-650-685-3000 or (888) GO-ATHOC (888-462-8462)
- Email: athocsupport@blackberry.com

The BlackBerry AtHoc Customer Portal also provides support via computer-based training, Operator checklists, best practice resources, reference manuals, and users guides