



BlackBerry AtHoc



BlackBerry AtHoc Networked Crisis Communication

Release Notes

Release 7.5, May 2018

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Chapter 1: Introduction

These release notes contain information about new and changed functionality for BlackBerry AtHoc Networked Crisis Communication Release 7.5. For more information about BlackBerry AtHoc or its related functionality, see the *BlackBerry AtHoc Networked Crisis Communication User Guide*.

Chapter 2: New in release 7.5

The following sections describe new and changed features in the BlackBerry AtHoc product suite.

Management system updates

Account Event Manager updates

The following changes were made to the Account Event Manager page:

- The delete function was removed for accountability events.
- The More Actions list was replaced with an End button.
- The Accountability Event Deleted action was removed from the Accountability Event entity in the operator audit trail.

Mass device manager export format

The format of the exported information from the Mass Device Endpoint manager has been updated with the following improvements:

- There is one row for each endpoint.
- Columns that are not relevant for the selected devices are empty.
- The export produces a flat CSV file where no formatting is needed.

The exported CSV file contains the following columns by default:

- ID
- Endpoint name
- Display name
- Device
- Device Category
- GV Type
- GV Key
- Address
- Feed title
- Feed description
- Created on
- Updated on

Accountability Officer availability

Operators who send accountability events can now see if their designated Accountability Officers are available to update their users' statuses. Out of the box and custom accountability event templates now include the following response options for Accountability Officer messages:

-
- I am available to update user status
 - I am not available to update user status

The new response options are part of the Accountability Officer initial message and are viewable in the sent alert report. Operators with publisher permissions can see these response options in accountability event reports and in a new Accountability Officer section on the event page summary tab.

Audit trail for mass device endpoints

Actions performed from the More Actions list in the Mass Device Endpoints settings page (create, delete, export, and update) are now captured in the operator audit trail.

CAWS device zone targeting

When targeting a Cape Aural Warning System (CAWS) device with pre-recorded audio or text to speech, you can now target individual zones or combinations of zones.

Cloud and delivery services

French Canadian text to speech for telephony is now available on AtHoc Cloud.

Eaton WAVES mass device integration

Eaton WAVES giant voice device integration was introduced.

IPAWS device options

New Severity, Certainty, and Urgency values were added to the IPAWS CAP Exchange, IPAWS NWEM, EAS, and IPAWS WEA device options.

The following Severity selections were added:

- Extreme
- Severe (default)
- Moderate
- Minor
- Unknown

The following Certainty selections were added:

- Observed (default)
- Likely
- Possible
- Unlikely
- Unknown

The following Urgency selections were added:

- Immediate (default)
- Expected

-
- Future
 - Past
 - Unknown

IPAWS gateway

A new IPAWS gateway named IPAWS (East) was added. The existing IPAWS gateway was renamed to IPAWS (West). The IPAWS (East) gateway can be configured as a failover gateway. You must enable both IPAWS gateways using the Device Configurator tool after a fresh installation or an upgrade to release 7.5.

Limit active concurrent sessions

You can configure your BlackBerry AtHoc system to limit the number of active sessions an operator can have open at the same time with the same operator account. Session information is maintained by an operator's browser. Multiple tabs on the same browser use the same session. When the active session limit is reached, the operator is prompted to close an existing session. The session that has been inactive for the longest time is terminated and the operator is redirected to the login page.

Mobile Alert Settings page

The Mobile Alert Settings page is now available from all supported browsers.

Monaco Warning System publisher warning

When publishing an alert with the Monaco Warning System as a targeted device in the BlackBerry AtHoc management system, a warning is displayed about targeting limitations.

When targeting a Monaco Warning System device, you can target a single giant voice (GV) tower (pole), multiple GV towers (poles), or a single GV group (zone). Targeting multiple GV groups or a combination of groups and towers is not valid. If these limitations are not followed, publishing to the Monaco Warning System device may fail.

New authentication flow for desktop

A new section was added to the User Authentication settings page that enables administrators to select "Defer to Self Service" as an authentication method. When this method is selected, a pop-up sign in window appears on the end user's desktop. When the user clicks the Sign In button, they are presented with the Self Service login page.

This update is available for desktop client release 6.2.x.277 or later.

New documentation

The following new documents are available on the help.blackberry.com portal:

- BlackBerry AtHoc Mobile User Guide
- BlackBerry AtHoc BlackBerry 10 User Guide
- BlackBerry AtHoc Whelen Giant Voice System Installation Guide

Removal of IE warning

A warning about some settings not being available on browsers other than Internet Explorer was removed from the Settings page. All settings pages are now available on all supported browsers.

Revoke operator permissions when you disable or delete a user account

When a user's account is disabled or deleted from the End User Manager, Edit User Details screen, or from the Advanced Operator Manager in the BlackBerry AtHoc management system, their operator permissions are revoked.

When a user's account is disabled or deleted using any of the following methods, their operator permissions are revoked:

- Auto disable/delete user job
- User import CSV
- User Sync web API
- User Sync SDK

If a user is logged in to the BlackBerry AtHoc management system when their operator permissions are revoked, they are logged out and redirected to an error screen with the following message: "You do not have the required Operator Permissions to access this page. Contact your administrator."

SDK updates

The Infocasting, Get Scenario, and ALERT-LIST SDKs have been updated to include Type and Severity attributes.

For more information, see the *BlackBerry AtHoc SDK Specification*.

Self Service two-factor authentication

You can require all users in your organization to use two-factor authentication when logging in to Self Service.

When two-factor authentication is enabled for your organization, when a user logs in to Self Service, they first enter their username and password. They are then presented with a screen to select a verification code delivery method (email, text, or phone). The user then receives a verification code on their selected device which they enter in Self Service to continue the login process.

The verification code expires if not used after five minutes. If the verification code expires, or the user does not enter the verification code correctly, they can request a new verification code. If the user attempts to log in with a second verification code, they will need to fill in a captcha field. Users can request up to three verification codes. If a user requests more than three verification codes, they are returned to the login page, and an unsuccessful login attempt is logged. This may result in the user account becoming locked if they exceed the number of login attempts defined in the organization's security policy settings.

Self Service user-initiated move

The Self Service user-initiated move feature enables an administrator to configure their enterprise organization to allow their users to move themselves between sub organizations from the My

Profile page in Self Service.

When a user moves to a different organization, their view of Self Service may change, depending on the settings of the organization they are moving to. If the user is an operator, any operator permissions they had in their original organization are revoked. If the user had enterprise administrator permissions in the enterprise organization, they are retained. If the user had permissions in other organizations within the enterprise or organizations outside of the enterprise organization, they are retained.

Before user-initiated move can be enabled, require user uniqueness must be enabled in the enterprise settings.

Title attribute

You can now create a user attribute named "Title."

Quoted service path requirement

The AtHocDeliveryService.exe file requires a quoted service path.

Web API provisioning from the Settings page

A new API Applications settings page was added to allow organization administrators to provision a new clientID and client secret. These values are required when calling the web API preview or configuring LDAP sync version 2.0.0. Provisioned applications can then be enabled by a system administrator.

Mobile app updates

Mobile app release 4.1 for iOS and Android

- Support was added for 3D Touch and App Shortcuts to view and access live alerts or to log in and publish an alert.
- The user interface was optimized for iPhone X.
- User interface improvements were made when using a hotspot, on the phone, or when using any capability that includes a banner at the top of the mobile device screen.
- A prompt was added to enable location services during the Report flow.
- Support for mass devices was added in the alert publisher.

Mobile app release 4.1 for BB10 devices

- The user interface was updated to align with the BlackBerry suite look and feel.
- Support was added for regional PSS (UK and CA availability.)

Chapter 3: Resolved issues

The following issues have been resolved in BlackBerry AtHoc Release 7.5.

Description	Notes
Changes to the settings for user messages and accountability officers in an accountability event template are retained after selecting to cancel the changes.	—
Custom text preview for SMS does not work in accountability events.	—
On the Users tab on the event dashboard for an accountability event, if you click to change the status of a user, the pop-up contains a status and comments from a previously updated user.	—
The target organization count does not get updated when the location check box is checked and then unchecked.	—
Alert templates behave inconsistently and do not always display the Targeted Users section.	—
The timestamp is not displayed in the correct format in an exported Audit trail file.	—
TTS does not correctly read phone numbers in the format (xxx)-xxx-xxxx.	<p>Operators should use one of the following supported phone formats when inserting phone numbers into alert content:</p> <ul style="list-style-type: none"> • xxx xxx xxxxx • xxx.xxx.xxxx • xxx-xxx-xxxx
On the Sent Alerts page, the user interface gets distorted after sorting the page by the Publisher column header.	—
Unable to send alerts to mass devices due to syndication errors.	—
When a phone number extension is represented by an X, the extension does not get imported when importing phone numbers using a CSV file.	—
On the Add/Block user dialog, the scroll bar moves to the top of the page if users are blocked and then unblocked after scrolling down.	—
Accountability event update is not captured in the operator audit trail.	—
On the New Alert page, after selecting an item from the search bar drop-down list, there is a hidden pop-up on the Edit button that prevents it from functioning.	—
No line spacing between the body and response options in Sent Alerts.	—
When importing users with a CSV file that has bad data or includes an attribute that does not exist in the organization, the import fails with no partial results.	Partial import functionality was removed.
Unable to save changes to system-level delivery templates.	—

Description	Notes
A SQL and diagnostic log error is seen when viewing a user-level "Delivery distribution by devices" report.	—
Unable to target Connected organizations on an organization with a UK locale.	—
In German or Spanish language organizations, response options for email are not captured on the Alert Summary or Advanced Reports pages.	—
Unquoted service path vulnerability.	—

Chapter 4: Known issues

To view known issues for BlackBerry AtHoc release 7.5 and earlier releases, see the *BlackBerry AtHoc Networked Crisis Communication Known Issues 7.5* document at:

<http://help.blackberry.com/en/blackberry-athoc/7.5>

Chapter 5: BlackBerry AtHoc customer 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 Portal:

<https://support.athoc.com/customer-support-portal.html>

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