



# **BlackBerry AtHoc**

## **System Administrator Configuration Guide**

7.10



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# BlackBerry AtHoc set up and administration overview

Administrators create, configure, and manage the organization settings that operators use to communicate with their recipients as well as with other organizations. Setup includes configuring the features used by operators to communicate during situations. This guide covers the following administration tasks:

- The [Manage organizations](#) section shows you how to create an organization and duplicate an existing organization. To create or migrate an existing set of organizations to an Enterprise model, see the *BlackBerry AtHoc Enterprise Planning Guide*.
- The [Configure BlackBerry AtHoc settings](#) section shows you how to configure the features provided by BlackBerry AtHoc to communicate and coordinate with teams and recipients during a crisis. The following topics are covered in this section:
  - [Configure basic settings](#): Personalize your organization with a name, welcome or disclaimer text, and an icon. You can also customize the time zone and time formats, configure security policy settings, create a security policy message, and control default page layouts and enterprise features.
  - [Manage system settings](#): Configure the name, URL, time zone, database archive directory, system help desk information, support page content, redirection settings, client certificates, and disclaimers for your system.
  - [Security policy settings](#): Define password rules and complexity, enforce system-wide password updates, set session timeout, limit active sessions, configure smart card authentication settings, and enable CAPTCHA validation.
  - [Monitor system health](#): Create, view, edit, enable, disable, delete, and refresh system health monitors.
  - [View the diagnostic log](#): Run basic and advanced searches of the diagnostic log.
  - [Organizations Manager](#): Create organizations, enable and disable features, manage integrated device agents, provision applications for the Web API, view the operator audit trail report and the alerts usage summary report.
  - [Manage system jobs](#): View details about system jobs, create and export a system diagnostics report.
  - [Configure device gateways](#): Configure the Mobile app, NDMS, and SMTP gateways.
  - [Configure devices](#): Enable and disable devices, manage mass communication devices, configure Giant Voice devices, configure the AtHoc Connect organization network, manage the Cloud Services gateway, configure RSS and XML feed information and failover delivery gateways.
  - [Configure desktop app settings](#): Select general desktop software options, customize the desktop client system tray, configure client server communications and failover settings, and set the desktop software authentication type.

For information about creating and managing alert templates, specifying alert folders, managing delivery templates, and managing audio settings, see the *BlackBerry AtHoc Manage Alert Templates Guide*.

For information about managing incoming alerts settings, see the *BlackBerry AtHoc Manage Incoming Alerts from the Inbox Guide*.

For information about setting up Situation teams, maps, and alert types, see the *BlackBerry AtHoc Manage the Situation Map Guide*.

For information about granting permissions for working with AtHoc Connect and updating sector visibility in the Connect Profile, see the *BlackBerry AtHoc Connect User Guide*.

For information about settings related to users and user attributes, including creating, deleting, and editing user attributes and automatically disabling or deleting users based on attributes, see the *BlackBerry AtHoc Manage Users Guide*.


# Manage organizations

This section describes how to create and duplicate organizations. To learn how to work with enterprise organization hierarchies, see the *BlackBerry AtHocEnterprise Planning and Configuration Guide*.

## Create and configure an organization

To create and configure a new organization in the system, you must be a System Administrator with permissions to switch between organizations from within the BlackBerry AtHocmanagement system.

### Step 1: Create a new organization

1. In the navigation bar, click .
2. In the **System Setup** section, click **Organizations Manager**.
3. Click **New**.
4. Enter a name for the new organization.
5. Select one of the following organization types:
  - **Enterprise**: Choose this type if you are logged into System Settings and are creating an Enterprise or a stand-alone organization.
  - **Sub Organization**: Choose this type if you are logged in to an Enterprise organization and are creating a member organization.
  - **Basic**: Choose this type if you are creating a Basic organization.
6. Click **Save**.


The details of the new organization appear below the list, with default values for the display name, time zone, and homepage URL.

7. To open the new organization, complete the following steps:
  - a. In the navigation bar, click your username, and then click **Change Organization**.
  - b. On the **Change Organization** screen, click the name of the organization you just created.
  - c. Click **OK**.
  - d. The system refreshes and displays the new organization. You can confirm that this has happened by looking at the name of the current organization in the top menu bar on the screen.

### Step 2: Configure the new organization

After you have created the organization and have switched the BlackBerry AtHoc interface so that you are now viewing the new organization, you can define the URLs, name, logo images, default alert templates, and Self Service defaults for that organization.

#### Configure basic settings

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **Basic** section, click **General Settings** and then complete the steps in [General settings](#).

#### Configure devices

Complete the tasks described in [Configure devices](#).

#### Configure gateways

Complete the tasks described in [Configure device gateways](#).

#### Enable devices

Complete the tasks described in [Enable devices on the BlackBerry AtHoc server](#) and the "Enable a Device" task described in [Enable and disable devices](#).

### Create attributes

Complete the tasks described in the "Create a user attribute" and "Configure an Organizational Hierarchy attribute" sections of the *BlackBerry AtHocManage Users Guide*.

### Add Users


Add users to your organization by completing the steps described in the "Create a user" section of the *BlackBerry AtHoc Manage Users Guide*.

## Duplicate an organization on the same server

You can copy an existing organization and rename it. Be aware that most settings are copied from the original organization, including alert templates, except as specified.

### Important Notes

- You must be assigned the System Administrator role to duplicate an organization.
- Duplication includes device and protocol duplication.
- After duplicating an organization, review all alert templates and make adjustments if necessary.
- Creating organizations using the New button in the Organizations Manager should be performed only with assistance from BlackBerry AtHoc Technical Support to ensure the new system has all the appropriate settings.
- By default, a duplicated organization will not have a common name. If you plan to access the duplicated organization with the BlackBerry AtHoc SDK, you must assign it a common name.
- You can duplicate a peer organization, but not a child (member) organization.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Organizations Manager**.
3. On the **Organizations Manager** screen, click to select the organization you want to copy.

**Note:** If the list is extensive, use the list at the top of the screen to filter by status and then sort the results by clicking any of the column headings.

4. Click **Duplicate**.
5. Enter the name of the new Enterprise or sub organization.
6. Click **OK**.

The duplicate organization appears in the list on the main screen.

## Duplicate organizations across systems

Duplicating organizations from one server to another is an advanced configuration task. For more information, see the "Advanced Configuration" section in the *BlackBerry AtHoc Installation and Configuration Guide*.



# Configure BlackBerry AtHoc settings

**Important:** In order to access the screens, features, and functions mentioned in this section, you must have System, Enterprise, or Organization Administrator permissions in the BlackBerry AtHoc organization. If you do not have these permissions, many of the options on the Settings screen will be grayed out.

Users who have been granted administrator permissions in BlackBerry AtHoc can set up organizations and manage settings and users within an organization.


# Configure basic settings

The Basic settings cover the primary settings required for setting up an organization and enabling enterprise features.

## General settings

You can use General Settings to personalize your organization with a name, welcome or disclaimer text, and an icon. You can also customize the time zone and time formats, configure security policy settings, create a security policy message, and control default page layouts and enterprise features.

To configure general settings that are available for enterprise organizations, see [Enterprise features](#).

1. In the navigation bar, click .
2. In the **Basic** section, click **General Settings**.

The General Settings screen for the organization opens with the following fields prepopulated:


- The **Name** field displays the name of your organization.
  - The **Organization Code** field serves as a short name used to register for Self Service and for the Mobile App.
  - The **User Login** field displays the server address that the users log in to for Self Service.
  - If Self Registration is enabled for the organization, the **Registration URL** field displays the server address that users access in order to register.
3. Complete the remaining fields described in the sections below.
  4. Click **Save**.

### Organization Details

1. Optionally, enter a **Support Email** address.
2. In the **Logo** field, click the **Browse** button to upload the graphic file you want to have display in the top corner of each screen. The file type must be .GIF, .JPG, or .PNG.
3. In the **Logo Text** field, enter a text string of up to 100 characters that appears when users hover their cursors over the logo.

### Enterprise Features

The Enterprise Features section is available only for enterprise organizations that have suborganizations.

1. In the navigation bar, click .
2. In the **Basic** section, click **General Settings**.
3. On the **General Settings** page, scroll down to the **Enterprise Features** section.
4. Complete the steps described in the sections below to require user uniqueness, enable user initiated move, and select organizations for subscription as needed.
5. Click **Save**.

### Enable enterprise features

Enabling enterprise features in your enterprise organization enables the following items:

- **A single Enterprise Desktop App**

Set up the desktop client to connect to the enterprise. The desktop client will then search for users across the enterprise and connect to the correct sub organization. If the user is not found, a new user is created in the enterprise.

- **A single Enterprise Self Service URL**

Users in any sub organization can log in using the same Self Service URL for the Enterprise organization or sub organization.

- **Mobile registration from an Enterprise organization code**

Users can register from their mobile device using the organization code for the Enterprise, or for any sub organization.

- **Enforcement of unique usernames and Mapping ID values for all users in an Enterprise organization.**

The system checks for uniqueness of usernames and mapping IDs in the enterprise organization and sub organizations when a new user is created through the desktop app, Self Service, CSV import, or the BlackBerry AtHoc management console.

1. Click **Check Readiness**. The system checks for user uniqueness (no users have the same username or mappingID). If the system finds duplicate users, the Duplicate Users Found window opens and provides a list of duplicate users, their usernames, mappingIDs, and organizations.
2. Modify any duplicate usernames or mappingIDs to proceed with enabling user uniqueness.
3. Run the duplicate user check again. If no duplicate users are found, a Check Passed message displays.
4. Click **Close** to return to the General Settings page. The Check Readiness button is replaced by an Enable check box.
5. Select the Enterprise Features **Enable** check box. The User Initiated Move check box appears.
6. Click **Save**.

### **Enable user-initiated move**

If you have a large enterprise organization where users in your system need to move between organizations, you can enable the User Initiated Move feature. This reduces the burden on your administrators by enabling users to move themselves between the sub organizations of your enterprise organization 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 users had permissions in other organizations within the enterprise or organizations outside of the enterprise organization, they are retained. If a user has dependents, those dependents are also moved.

Before user initiated move can be enabled, require user uniqueness must be enabled.

1. Select the User Initiated Move **Enable** check box. The Available Organizations list appears. The enterprise organization and all sub organizations appear in the Available Organizations list.
2. Select the organizations that you want users to be able to move themselves to, or choose **Select All**. You can narrow the list of organizations by typing the name of an organization in the text box.
3. Click **Save**.

The list of selected organizations is shown to all users in the enterprise. End users will see the selected organizations in the Move to Organization screen in Self Service.

### **Select organizations for subscription**

If you have an enterprise organization where users in your system may be assigned to different locations on a temporary basis, and they need to be able to receive alerts and events from their temporary location as well as their home location, you can configure organizations for subscriptions.

Before you select an organization for subscription, the Organization Subscriptions feature must be enabled. For more information, see "Manage organization subscriptions" in the *BlackBerry AtHoc Enterprise Features User Guide*.

Before an organization can be configured for subscription, user uniqueness must be enabled.

1. In the **Organization Available for Subscription** section, select individual organizations or choose **Select All**. You can narrow the list of organizations by typing the name of an organization in the text box.
2. Click **Save**.

The selected organizations are available for user subscription. End users will see the selected organizations when they click Add Subscription in the Organization Subscriptions section on the My Profile screen in Self Service.

### Customization—Text

1. In the **Homepage Welcome Message** field, enter text that will appear at the top of the Welcome screen.
2. In the **Footer Text** field, enter text that will appear on the bottom left of every screen.

**Note:** This text can be a disclaimer, if one is required, or any information that all users need to see.

### Customization—Locale Setting

1. In the **Locale** field, select the language and region associated with the organization.
2. In the **Date Format** field, select the date format relevant for your organization.
3. In the **Time Format** field, select the time format relevant for your organization.
4. In the **Delivery Locales** field, select the locales (languages) you to which want to be able to publish alerts. Note that after support for a locale is enabled, it cannot be disabled.
5. In the **Time Zone** field, select the correct time zone for your server.

### Customization—Phone Call Setting

1. In the **Caller ID** field, enter the numeric number you want to show up on the mobile devices of alert recipients when an alert is published to them.
2. In the **Default Country Code** field, select the country code that will be displayed by default whenever user managers have to enter a phone number into a field.
3. Optionally, in the **GETS** field, enter the Government Emergency Telecommunications Service (GETS) PIN number.

### Customization—Desktop App

1. In the **Desktop App Logo** field, click **Browse** to upload the graphic file you want to display in the desktop app. The file must be a .gif, .jpg, or .png file type. The recommended size is 140 pixels wide by 70 pixels high.

### Customization—Self Service

1. In the **Name on User Pages** field, enter your organization name.
2. Optionally, include an organization-specific disclaimer message to display to users when they log in to Self Service. The maximum size of the message is 4000 characters.

### Dependents

**Note:** To enable dependents, see [Enable and disable features](#).

**Note:** The layout for dependent user pages is different than the layout for sponsors. This enables you to keep the layout page for dependents simple, providing only the needed information.

1. In the **Dependent Profile Layout** section, click **View/Edit**. The Dependent Profile Layout dialog opens.
2. Make changes to the XML to add, modify, or remove profile page sections.

3. Click **Save**.

## Attachments

**Note:** To enable attachments, see [Enable and disable features](#).

- In the **Attachments** section, select the **Enable** check box to enable adding attachments to alerts and events.

## Layouts

In the **Layouts** section, you can add or update the default view for various users screens such as the user profile in Self Service, the My Profile or Users page in the management console, and user information when accessed from an alert or accountability event. You can also adjust the display of columns on the Users page and in reports and set group targeting definitions.

Click **View/Edit** to open a window to modify these settings.


1. **User Details - My Profile:** (Do not modify this setting without first consulting BlackBerry AtHoc customer support.) Determines the layout of standard user attributes (contact information) when viewed through the My Profile page in the management console or Self Service.
2. **User Details - Full Page:** (Do not modify this setting without first consulting BlackBerry AtHoc customer support.) Determines the layout of standard user attributes (contact information) when viewed anywhere outside of the main Users list. For example, when seen through the Inbox or from alert or event publishing screens.
3. **User Details - Popup View:** (Do not modify this setting without first consulting BlackBerry AtHoc customer support.) Determines the layout of standard user attributes (contact information) when viewed anywhere outside of the main Users list. For example, when seen through alert publishing screens.
4. **Default Columns - User Page:** Determines the columns that appear by default from the Users page in the management system.
5. **Default Columns - User Reports:** Determines the columns that will appear by default when viewing alert reports or when the user list is shown in a pop-up window.
6. **Targeting Settings:** Determines the attributes that are available for targeting in the By Groups tab on the New Alert and New Event pages. The selected attributes are also available when searching for users by group. Only attributes that have predefined values are available.

# Manage system settings

The following sections describe how to configure and maintain your BlackBerry AtHoc organizations at the system level.

## Specify system settings options

Use the System Settings options tab to configure the name, URL, time zone, database archive directory, system help desk information, and support page content link that are displayed throughout the BlackBerry AtHoc system. You can also configure the client certificate and BlackBerry AtHoc Cloud Services (PSS) settings.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Change to the **System Setup (3)** organization.
3. In the navigation bar, click .
4. In the **System Setup** section, click **System Settings**.
5. Click **Edit** to configure the global settings described in the following sections.
6. Click **Save**.

### System setup parameters

In this section, determine the following values:

- **Name:** Unique name for each BlackBerry AtHoc installation
- **Identifier:** Unique identifier for the organization determined when the organization is created
- **System Setup URL:** Web address for BlackBerry AtHoc
- **Desktop Traffic URL:** Web address for the BlackBerry AtHoc Desktop app
- **Time Zone:** The time zone for the application server
- **Database Archive Directory:** Location where the database is archived. Provide the full path name relative to the computer that BlackBerry AtHoc is installed on.

### Custom content

Customize messages for the operator in every organization in the system. Within this section, you can configure the following:

- **Management System Help:** Display support information text that displays on the log on screen. Typical information includes directions or link when the user forgets their password. HTML formatting is supported.
- **System Disclaimer Message:** Display a required disclaimer, such as limitations on liability or use of copyrighted materials. The limit is 4,000 characters. The disclaimer can display as a splash screen before operators log in or as a banner in the BlackBerry AtHoc Desktop window. The banner displays regardless of the module selected from the Navigation bar. For example, use a banner to notify Operators that the information they are currently viewing is classified and protected from unauthorized use.

### Redirection Settings

Select the check box to enable client redirection. Client redirection allows you to set up redirection rules for the desktop app. To configure redirection rules for the desktop app, click **Redirection Rules**.

For more information, see the "Redirection" section in the *BlackBerry AtHocDesktop App Installation and Configuration Guide*.

### Client certificates

Specify client certificates for the client machine. If you are using a Mobile Alerting Service (MAS) laptop, ensure that it has the same certificate settings. Use the Microsoft Management Console (MMC) snap-in tool to view

certificates on a Windows computer. To access, type **MMC** in the **Start** menu field. Within this section, you can configure the following:

- **Client Certificate:** Select this check box to append a client certificate.
- **Subject:** Enter the value of the Subject parameter found on the Details tab of the certificate settings.
- **Store Name:** Certificates are found in stores. Specify **Personal** or one of the options in the drop-down list.
- **Store Location:** The stores are located either in the current user store or the local machine store.

### AtHoccloud services

AtHoc Cloud Services checks for messages sent between BlackBerry AtHoc and the mobile application. Within this section, you can configure the following:

- **Enable Cloud Services:** Select this check box to use the Mobile App or AtHoc Connect.
- **Server Address:** Enter the name of the server URL for AtHocCloud Services. The server address is provided by BlackBerry AtHoc customer support.
- **Username:** Enter the username that the Polling Agent for AtHoc Cloud Services uses when it polls requests from the service. The username is provided by BlackBerry AtHoc customer support.
- **Password:** Enter the password that the Polling Agent uses when polling requests from the service. The password is provided by BlackBerry AtHoc customer support.

### System data maintenance

Specify the frequency of records maintenance for the system.

- **Event Viewer:** Enter the number of days after which event records are deleted.
- **Desktop Sessions:** Enter the number of days after which data is deleted for sessions of the Desktop App.
- **Geo History:** Enter the number of days after which historical data for geolocation data is deleted.

### In-product tutorials


Specify whether product tutorials (Complete a Task) are enabled or disabled.

- **Self Service:** Select this check box to enable Self Service tutorials.
- **Management System:** Select this check box to enable tutorials for the BlackBerry AtHoc management system.
- **Send Analytics:** Select this check box to provide anonymous information to BlackBerry AtHoc so that we can improve the product.

## Add or remove a disclaimer for the BlackBerry AtHoc management system

If your organization requires posting a disclaimer, such as limitations on liability or use of copyrighted materials, you can create a disclaimer that displays in the form of a splash screen before operators log in to BlackBerry AtHoc. You can also customize a banner that displays in the BlackBerry AtHoc Desktop window. The banner displays regardless of the module selected from the Navigation bar.

### Add a disclaimer

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Change to the **System Setup (3)** organization.
3. In the navigation bar, click .
4. In the **System Setup** section, click **System Settings**.
5. In the text-entry box under the **Custom Content** section, type the text of the disclaimer. The limit is 4,000 characters.
6. Click **Save**.

These changes are applied at the next login to BlackBerry AtHoc management system.

### Remove a disclaimer

To remove a disclaimer, delete the text in the text-entry box, then click **Save**.

## Security policy settings

The security policy manages password rules, sessions settings, and Captcha settings. Additionally, it allows you to force users to change their passwords the next time that they log in.

**Note:** Security policy settings configured on an enterprise organization are inherited by each suborganization.

### Define password rules

Threats of security breaches have motivated organizations to develop stringent rules governing password creation and mandatory password change cycles. BlackBerry AtHoc enables customizing the rules for password creation and [password complexity](#) to conform to your organization's policies, including compliance with the United States Department of Defense password requirements.

System administrator and enterprise administrators can access the Security Policy screen, change the rules for password creation, control the visibility of the Password Never Expires setting on user profile pages, and enforce a system-wide password update for all operators the next time the operators log in.

**Important:** In addition to the rules covered on the Security Policy screen, consider communicating the following guidelines to your organization when defining passwords:

- Avoid words found in a dictionary, or a proper name, spelled forwards or backwards.
- Avoid simple keyboard sequences with repeated keystrokes.
- Avoid previously used passwords.
- Avoid strings that reference personal information.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Security Policy**.
3. In the **Password Update Rules** section, on the **Security Policy** screen, specify values based on the following information:

**Note:** If a password rule is unnecessary in your organization, type 0 (zero) as its value.

- **Renew Password After:** Force operators to change their passwords every *n* number of days. Type the number of days that a password is valid. Type **0** to never force operators to change their passwords.
- **Show "Password Never Expires":** Select this option to display the Password Never Expires option on user profile pages. This option is selected by default. You must have system administrator or enterprise administrator permissions to set this option.
- **Reuse Password After:** Prevent operators from recycling recent passwords. For example, if you type **5** and the system does not accept any of the last 5 passwords created by an operator. Type **0** to allow operators to use any previous password.
- **Minimum Password Age:** Set the minimum time interval for changing passwords. For example, type **15** to force users to wait at least 15 days before changing their passwords.
- **Minimum Changes in Password:** Specify the minimum number of characters in a password, to prevent users from using very similar passwords. For example, type **5** to force users to change at least 5 characters each time they change their passwords.
- **Lock Account After:** Prevent unauthorized attempts to guess an operator's password. Type the maximum number of login attempts allowed. Operators cannot log in using the same username after a lockout. Type **0** to allow an unlimited number of login attempts.




- **Reset Lockout After:** If a lockout occurs, reset it after a specified number of minutes. Set to **0** (zero) to prevent the lockout from being automatically reset. For this last case, to reactivate the account, the Administrator must go to **Users > Users**. Click the user's name, then click **Edit Operator Permissions** on the user details screen. Click **Unlock** to change the status.

4. When you have finished updating the security policy settings, click **Save**.

The updated password requirements go into effect for all new operators and for existing operators when their passwords expire. Operators whose passwords never expire do not have to change their passwords to conform to updated password requirements.

## Configure password complexity

In addition to [creating password rules](#), if you have the required permissions, you can configure the level of complexity required for user passwords.


1. In the navigation bar, click .
2. In the **System Setup** section, click **Security Policy**.
3. On the **Security Policy** screen, in the **Password Update Rules** section, select values for each of the following components:
  - **Minimum Length:** Specify the minimum number of characters that a password must contain. Select a value between 7 and 20.
  - **Minimum Lowercase Characters (a-z):** Specify the minimum number of lowercase characters that a password must contain. Select a value between 1 and 6. If no lowercase characters are required, select 0.
  - **Minimum Uppercase Characters (A-Z):** Specify the minimum number of uppercase characters that a password must contain. Select a value between 1 and 6. If no uppercase characters are required, select 0.
  - **Minimum Numeric Characters (0-9):** Specify the minimum number of numeric characters (0-9) that a password must contain. Select a value between 1 and 6. If no numeric characters are required, select 0.
  - **Minimum Special Characters:** Specify the minimum number of special characters (!@#\$%^&\*()\_+) that a password must contain. Select a value between 1 and 6. If no special characters are required, select 0.
4. Click **Save**.

The updated rules go into effect for all new operators and for existing operators when their passwords expire. Operators whose passwords never expire do not have to change their passwords to conform to updated password complexity rules.

## Enforce a system-wide password update

If you have the necessary permissions, you can enforce a system-wide password change with the current password rules and complexity. Selecting this options forces all operators to change their password the next time they log in. The operators whose passwords are set to never expire are exempt from this enforcement.

**Important:** After this action is taken, it cannot be undone.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Security Policy**.
3. On the **Security Policy** screen, click **Enforce password update**.

## Revoke operator permissions

If you have the necessary permissions, you can configure your BlackBerry AtHoc system to automatically revoke operator permissions. When configured, operators who have not logged into the system for the specified time have their permissions revoked. When automatic revoke operator permissions is enabled, a system job runs every 24 hours to revoke operator permissions based on the operator's last successful login.


1. In the navigation bar, click .

2. In the **System Setup** section, click **Security Policy**.
3. On the **Security Policy** screen, in the **Revoke Operator Permissions** section, select the number of days of inactivity from the **Auto Revoke Permissions after** list.

### Set session timeout and continue session values

You can set the maximum amount of time a user session can be inactive before auto-logout occurs and when a timeout warning appears.

**Note:** Enterprise administrators can set the session timeout and warning settings for an enterprise organization or for any suborganization. If the session timeout setting is changed for an enterprise organization, the suborganizations' settings are also changed.


1. In the navigation bar, click .
2. In the **System Setup** section, click **Security Policy**.
3. On the **Security Policy** page, in the **Login Session** section, enter a value (in minutes) in the **Session Timeout** field. The maximum session timeout value is 1440 (24 hours.)
4. In the **Warning Before Session Timeout** field, enter the number of minutes prior to auto-logout that the warning message appears on the user's screen. If the user does not click to continue the session before the timer runs out, they will be logged out of the system automatically.
5. Click **Save**.

The session timeout value is applied the next time a user logs in to the BlackBerry AtHoc management system.

### Limit active sessions

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


**Note:** When the limit active sessions setting is configured on an enterprise organization, it is inherited by each sub organization that does not have this setting defined.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Security Policy**.
3. On the **Security Policy** page, in the **Login Session** section, select **Limit Active Sessions**.
4. Select the number of allowed active sessions from the **Active Sessions per User Account** list. You can select up to ten active sessions.
5. Click **Save**.

### Enable operator login using smart cards

When Smart Card authentication is enabled in addition to regular username/password authentication, users have the option of logging in to BlackBerry AtHoc by inserting their Smart Card into a card reader and then entering a PIN. This is commonly used for Department of Defense systems.


**Note:** In order to use this option, you must set up Mapping IDs for each user through the Users manager.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Security Policy**.
3. In the **Smart Card Authentication** field, select **Smart Card Login**.
4. Click **Save**.

## Require operator login using smart cards

When Smart Card authentication is required, users can *only* access BlackBerry AtHoc by inserting their Smart Card into a card reader and then entering a PIN. This is commonly used for Department of Defense systems.

**Note:** In order to use this option, you must set up Mapping IDs for each user through the Users manager.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Security Policy**.
3. In the **Smart Card Authentication** field, select **Smart Card Login**.
4. Select **Require Smart Card**.
5. Click **Save**.

### Effects of requiring smart card-only authentication

If you choose to require Operators to log in using Smart Cards, the following changes occur in the administrative side of the BlackBerry AtHoc system:

- All sub organizations of the main organization inherit the Smart Card-Only authentication method.
- The log in screen continues to display Username and Password fields because until a user attempts to log in, the system has no way of knowing what organization the user belongs to and what restrictions, if any, the user's organization has imposed on authentication.
- After the user attempts to log in with a username or password combination, the system returns an error message informing them that they must use their Smart Card for system authentication.

## Enable SSO certificate revocation list checking

When Single Sign-On (SSO) is enabled for your organization, a Certificate Revocation List (CRL) is maintained. A CRL is a list of digital certificates that have been revoked and should not be trusted. If CRL checking is enabled, BlackBerry AtHoc checks the CRL before initiating a Security Assurance Markup Language (SAML) authentication request to an identity provider (IDP) or after receiving an SAML response from the IDP.


1. In the navigation bar, click .
2. In the **System Setup** section, click **Security Policy**.
3. In the **SSO CRL (Certificate Revocation List) Settings** section, select the **Enable CRL Checking** option.

**Note:** If the **SSO CRL (Certificate Revocation List) Settings** section is not visible, SSO is not enabled. For information about enabling SSO, see "Enable Single Sign-On (SSO)" in the *BlackBerry AtHoc Manage Users Guide*.

4. In the **CRL Timeout Interval** field, enter the number of seconds to allow for certificate validation information to be retrieved from the Certificate Authority (CA). The minimum is 1 and the maximum is 60 seconds. The default is 20 seconds.
5. Optionally, select the **Ignore Verification Errors** option. This option is selected by default. When selected, any error that occurs during CRL verification is added to the diagnostic log. This option does not interrupt the SSO authentication flow. If this option is not selected, when CRL verification fails, the user is redirected to an error page.
6. Click **Save**.

## Enable CAPTCHA validation

A CAPTCHA field is a security test that validates whether a human is entering content into a field rather than an automated program by requiring users to enter the specific numbers or text that they see in an image into a text-entry field.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Security Policy**.
3. Under **Captcha Settings**, select **Enabled**.

4. Click **Save**.

## Monitor system health

The supervision and monitoring framework within BlackBerry AtHoc graphically illustrates current status and abnormal conditions and failures in the Management System homepage, and provides access to its status and administration functions.

### Overview of system health monitoring

BlackBerry AtHoc can monitor and supervise the operational status of the following:

- BlackBerry AtHoc internal modules and processes
- Integrated systems and devices

This monitoring and supervision framework operates at global and organization levels, allowing you to do the following:

- Define scheduled monitors of different types to check various system operational conditions.
- Designate normal and abnormal operating conditions.
- Define what actions to take when state transitions take place including proactive notification to system administration and operation teams.
- Access every monitor associated with the system through the System Visibility Console and view all monitors that are in an Error state from a tab on the BlackBerry AtHoc homepage.

### Review preconfigured health monitors

Your BlackBerry AtHoc system includes a set of default health monitors that are grouped into the sections described below. When you create a new monitor, you can opt to add it to one of the groups or create a new group and give it any name you want.

**Note:** Global monitors can be viewed from both the Global System Health and System Health links. However, organization monitors can be viewed only from the Organization view. In addition, monitors can be edited only through the Global System or organization under which they were created.

The following sections provide brief descriptions of the different kinds of health monitors available in BlackBerry AtHoc.

#### Database

The following monitors are available in the Database section:

- **Database Full Backup:** This monitor runs a database query to identify the time of the most recent database full backup.
- **Database Space:** This monitor runs a database query to identify how much space is available in the database and throws an error if the TempDB size falls below the threshold that you specify.
- **TempDB Size:** This monitor identifies the minimum Microsoft TempDB data sizes required by BlackBerry AtHoc. The following sizes are recommended:
  - 1 GB for Microsoft SQL Express edition
  - 2 GB for Microsoft SQL Standard edition
  - 4 GB for Microsoft SQL Enterprise edition

#### Web applications

The following monitors are available in the Web Applications section:

- **Bing GIS:** This monitor tests the Bing GIS URL for responsiveness. You can edit this setting through the Global System Health screen.
- **Desktop Client Server Interface:** This monitor tests the Desktop Client Server Interface URL for responsiveness.
- **Management System Console:** This monitor tests the Management System URL for responsiveness.
- **OEM:** This monitor tests the OEM URL for responsiveness.

## Services

The following monitors are available in the Services section:

- **IIS Longevity:** This monitor tests how well the Web Application is operating by evaluating the BlackBerry AtHoc diagnostic logs.
- **Scheduled Job Queue:** This monitor tests how well the Scheduled Job Queue is operating by running a query on the database.
- **System Tasks:** This monitor tests how well the system task are functioning by running a query on the database.
- **Tracking & Reporting:** This monitor tests how well the Tracking & Reporting system is operating by running a query on the database.

## Delivery gateways

The following monitors can be in the Delivery Gateway section:

- **AtHoc Cloud Delivery Service (East):** This monitor tests the connectivity of the AtHoc cloud delivery service.
- **AtHoc Cloud Delivery Service (West):** This monitor tests the connectivity of the AtHoc cloud delivery service.
- **AtHoc Mobile Service:** This monitor tests the connectivity between the current organization and the AtHoc Mobile Service.
- **OEM Cloud Delivery Service (East):** This monitor tests the connectivity of the OEM cloud delivery service.
- **OEM Cloud Delivery Service (West):** This monitor tests the connectivity of the OEM cloud delivery service.

## General

The following monitors are in the General section:

- **CAP Events Process:** This monitor checks the CAP events processor to see if it is correctly processing CAP events.
- **CAP Polling Agent:** This monitor checks the CAP Polling agent to see if data is being correctly added to the database.
- **Database Tables - Identity Seed Max Limit:** This monitor checks the identity seed values across tables to determine if they are within the safe limit.
- **Desktop Notifier Load Balancing:** Monitors the Desktop App incoming traffic across two or more application servers. Warnings are provided when the load is not balanced evenly across all servers.
- **Online Users:** This monitor identifies the number of Online Users using desktop popup alerts within the past 24 hours.
- **IIM:** This monitor checks the status of connectivity between the BlackBerry AtHoc system and IIM.


## Alert publishing

The following monitor is available in the Alert Publishing section.

- **Delivery:** This monitor checks delivery batches for the alert publishing cycle and report if there have been publishing errors within the last 24–48 hours.
- **Publishing:** This monitor checks live publishing activity, and reports if alerts do not go live within a specified amount of time.

## View the list of system health monitors with errors

You can review a list of all system health monitors that are currently in an Error state.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Global System Health** or **System Health**, depending on whether you want to review the error list for the global system or organization.

The System or Organization Visibility Console screen opens, displaying an Errors & Warnings section at the top. The monitors that appear in this section represent all of the monitors that are currently in an Error state.

3. Click any of the monitor names in the **Errors & Warnings** section to view details about the corresponding monitor.

The screen that appears contains a large red field at the top that explains why the monitor is in an Error state and a Testing history field below it that shows the state of the monitor during each of the recent tests.

## Create a system health monitor

1. In the navigation bar, click .
2. In the **System Setup** section, click **Global System Health** or **System Health**, depending on which system contains the monitor that you want to edit.

The System Visibility Console screen opens, displaying all of the system monitors in the system.

3. Click **Create new monitor** at the top of the screen to open the New Health Monitor screen.

**Note:** You can also click any of the **Create new monitor** links within the groups on the System Visibility Console screen. The difference is that when you click a link within a group, the New Health Monitor screen that opens has the **Is it associated with other Health Monitors?** field preset to the name of the group the link appeared within.

4. Complete the fields in the following sections.
5. Click **Save**. The system evaluate the parameters you set and if they are correct, creates a new monitor. If the syntax in any of the conditions is incomplete or incorrect, an error message is displayed.

### Basic details

- Enter the name of the monitor, the location where you want it to appear on the Visibility Console screen, and the time and frequency of the monitoring checks.
- Designate whether or not the monitor will appear on the Organization Visibility Console and whether errors and warnings about the monitor will appear on the System area on the BlackBerry AtHoc homepage.

### How does this Monitor test the system?

Select the kind of test the Monitor will run on the system. Note that the type of test cannot be edited after it is saved.

The following options are available:

- Web URL Test
- Combined Health Monitors
- BlackBerry AtHoc Event Logs
- Database Procedure
- UAP Health Test

After you make a selection, sample configuration XML for that type of test appears below the Test Configuration field. Use that as the basis for the XML code you enter into the Test Configuration field.

### How is the state of this Health Monitor determined?

Designate the way the state of the monitor will be determined by selecting one of the following options:

- **Use the most recent test result**
- **Calculate it over multiple test results:** If you select this option, use the drop-down lists in the section to specify how the calculation should be determined. Optionally, select **Match the state if** if you want to also use "X" number of identical test results as a trigger for a state change, where you set the value for X.

### What happens when this Health Monitor reaches a particular state?

For each of the Health Monitor states, specify the following:

- The implications of the state:
  - **Error:** The test returned an error condition on the object being tested.
  - **Warning:** The test returned a warning condition on the object being tested.
  - **Good:** The test run returned the expected results.
  - **Inoperative:** The test process failed. This does not reflect health of the object being tested, rather it indicates operational status of the monitor itself. For example, if in a database query, the database referenced has a typo and the system cannot find the database to query.
- Actions to take when the monitor is in the selected state:

Define the actions that should be taken any time a monitor transitions into each of the states. To make this process faster and less prone to errors, click **Show a list of possible actions** for each state and then add either or both of the actions—**Trigger a URL** or **Send an Email**— on the pop-up screen for the **Configure** field.

### Edit a health monitor



1. In the navigation bar, click .
2. In the **System Setup** section, click **Global System Health** or **System Health**, depending on which system contains the monitor you want to edit.

The System Visibility Console screen opens, displaying all of the system monitors in the system.

3. When you locate the monitor you want to edit, click its name.
4. The monitor details screen opens, displaying the current state of the monitor along with its recent testing history.
5. Click any or all of the sections on the screen to edit the fields within them.
6. When you have finished editing the monitor details, click **Save** at the bottom of the screen.

### Testing history

Change the granularity of the time frame displayed in the history table by clicking **Hourly**, **Daily**, **Weekly**, or **Monthly**.

Change the block of time you are looking at by clicking  and . If the granularity is set to Monthly, for example, click the Previous button to display the testing history for the previous month.

### Basic details

Change the name of the monitor, its location on the Visibility Console screen, and the time and frequency of the monitoring checks.

Change the setting that determines whether the monitor appears on the Organization Visibility Console and whether errors and warnings about the monitor appear on the System tab on the BlackBerry AtHoc homepage.

### Database Procedure

Update the test configuration script that is used in the monitor.

### How is the state of this Health Monitor determined?

Change the way the state of the monitor is determined by selecting the other option: *most recent result* or *combined results*.

## What happens when this Health Monitor reaches a particular state?

Change the implications of any or all of the states, and configure different transaction actions for any or all of the states.

### Special Case: Edit the IIS Longevity Health Monitor

If you have more than one application server, you need to modify the default settings for the IIS Longevity health monitor using the following values:

- `WarningCountThreshold`: Default value: 2. This default assumes one application server. For a multiple application server installation, change the value of `WarningCountThreshold` to (application server count) x (default). For example, if there are two application servers, the value should be 4.
- `ErrorCountThreshold`: Default value: 5. The default setting assumes one application server. For a multiple application server installation, change the value of `ErrorCountThreshold` to (application server count) x (default). For example, if there are two application servers, the value should be 10.

## Disable a system health monitor




1. In the navigation bar, click .
2. In the **System Setup** section, click **Global System Health** or **System Health**, depending on which system contains the monitor you want to disable.

The System Visibility Console screen opens, displaying all of the system monitors in the system.

3. When you locate the monitor you want to disable, click **Disable**.

The System Visibility Console screen refreshes and the monitor appears with no icon next to its name and two buttons—Enable and Delete—in the row.

## Enable a system health monitor

1. In the navigation bar, click .
2. In the **System Setup** section, click **Global System Health** or **System Health**, depending on which system contains the monitor you want to enable.
3. The System Visibility Console screen opens, displaying all of the system monitors in the system.
4. When you locate the monitor you want to enable, click **Enable** in its row.
5. The System Visibility Console screen refreshes and the monitor appears with either a green  or a red  next to its name and Refresh, Disable, and Delete buttons in the row.

## Delete a system health monitor

1. In the navigation bar, click .
2. In the **System Setup** section, click **Global System Health** or **System Health**, depending on which system contains the monitor you want to delete.

The Organization Visibility Console screen opens, displaying all of the system monitors in the system.

3. When you locate the monitor you want to delete, click **Delete** in its row.

A warning screen opens, asking you to confirm that you want to delete the monitor and advising you that deleting the monitor will permanently delete all history and configuration for the monitor.

4. Click **OK**.

The System Visibility Console screen refreshes and the monitor no longer appears on the screen.



## Refresh a system health monitor

Although health monitors refresh automatically based on their internal monitor schedule, you can refresh a monitor manually at any time.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Global System Health** or **System Health**, depending on which system contains the monitor you want to refresh.

The System Visibility Console screen opens, displaying all of the system monitors in the system.


3. When you locate the monitor you want to refresh, click **Refresh** in its row.

The System Visibility Console screen refreshes and the "Last tested" information next to the monitor name updates to the current time and date.

4. The Testing history field on the monitor details screen also updates, displaying the time and date you manually refreshed the monitor with the words *Manually Run Test*.

## View the diagnostic log

The diagnostic log allows you to view various logs and events and export that information to a .csv file, which can be then sent to BlackBerry AtHoc customer support for troubleshooting purposes. You can export a maximum of 30,000 events.


1. In the navigation bar, click .
2. In the **System Setup** section, click **Diagnostic Log**. The diagnostic log appears.
3. Optionally, at any time, click **Refresh** to refresh the log manually and show the most recently received alerts.
4. Optionally, click **Clear Log** to remove all entries from the log.

**Note:** You must be logged in to the System Setup (3) organization and have system administrator permissions to clear the diagnostic log

5. Optionally, click **Export** to export the contents of the log to a .csv file. As soon as you click Export, a drop-down list appears, allowing you to choose between downloading the current page of results or the last 30,000 results.

### Run a basic search of the diagnostic log

To limit the number of events displayed in the diagnostic log, you can run a basic or advanced search of the contents.

1. Enter a single search criteria—such as an event ID, event type, or server name—in the **Search** field.
2. Click .

### Run an advanced search of the diagnostic log

1. Click **Advanced**.
2. In the **Advanced search** section, enter search criteria in any combination of the following fields:


- Event Id
- Type
- Server
- Assembly
- Module
- Member
- Short Message
- Time

- Thread Id

3. Click **Search**.

## Database archiving

Database archiving is an important system task. If the database becomes full, the system will fail. From the Database Archiving Job system task, users with enterprise administrator or system administrator permissions can see the current size of databases and execute the archiving job as needed. A warning displays on the BlackBerry AtHoc homepage when the database size reaches 90% of capacity.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Change to the **System Setup (3)** organization.
3. In the navigation bar, click .
4. In the **System Setup** section, click **Archive**.

**Note:** If archiving needs to be performed, a status message appears at the top of the Database Archiving screen.

5. Review the details on the **Database Archiving** screen to determine which database or databases will be archived. You can do this by comparing the current size of each database against the maximum size allowed. If previous archiving jobs have been run, details of those jobs appear in the History table below the Database Status table.
6. Click **Archive**.

A Database Archiving Activation screen opens, listing important information you must know before you continue.

7. Read the entire screen of explanations and cautions about archiving.
8. In the **Data Deletion Settings** field, specify the minimum number of days old data must be in order to be archived.
9. Select the check box at the bottom of the screen to indicate you have read the explanations and understand the conditions.
10. Click **Start Archiving Job**.

**Note:** If an archiving job seems to be running for a long time, check the BlackBerry AtHoc Process status to make sure that the service is running.

## Organizations Manager


Use Organizations Manager to create organizations for your system.

**Note:** Administrators who manage multiple organizations must be assigned the System Administrator role. Having only the Administrator role is not sufficient and does not allow assigning operators in other organizations.

To assign roles, see "Manage advanced settings for operators" in the *BlackBerry AtHocManage Users Guide*.

For detailed configuration steps, see "Configure the BlackBerry AtHoc management system for AtHoc Connect" in the *BlackBerry AtHocConnect User Guide*.

### Create an organization

1. In the navigation bar, click .
2. In the **System Setup** section, click **Organizations Manager**.
3. Click **New**.

4. Enter a name for the new organization.
5. Select one of the following organization types:
  - **Enterprise**—Choose this type if you are logged into System Settings and are creating an Enterprise organization.
  - **Sub Organization**—Choose this type if you are logged in to an Enterprise organization and are creating a member organization.
  - **Basic**—Choose this type if you are creating a Basic organization.
6. Select a locale for the organization.
7. Click **Save**.

Details of the new organization appear in the list.


8. To change the BlackBerry AtHoc interface to display the organization you just created, complete the following steps:
  - a. In the navigation bar, click your username, and then click **Change Organization** in the menu bar that appears.
  - b. On the **Change Organization** screen, click the name of the organization you just created, and then click **OK**.
  - c. The system refreshes and then displays the new organization. You can confirm that this has happened by looking at the name of the current organization in the top menu bar on the screen.
9. Configure the new organization using the procedures outlined in [Create and configure an organization](#).

## Enable and disable features

**Note:** The Feature Enablement section is for internal use only.

You can enable and disable features at a system, enterprise, or individual organization level. You must have system administrator permissions to enable or disable features.

Feature enablement is inherited from parent organizations by default. Feature enablement on a system level is inherited by all organizations in the system. Feature enablement on an enterprise organization is inherited by its sub organizations. You can override these inheritance rules by explicitly enabling or disabling a feature on an enterprise or individual organization.

1. Log in to the management system as a system administrator.
2. In the navigation bar, click .
3. In the **System Setup** section, click **Feature Enablement**. The Feature Enablement page opens and displays the features currently available in the system.

The Organization column displays the organization where the feature is explicitly enabled. The Enabled column displays the current status of the feature, and whether this value is due to inheritance. For example, True in the Enabled column indicates that the feature is enabled in the current organization, while Inherit (True) indicates that the feature is enabled due to inheritance rules.

**Note:** If a feature has been explicitly enabled or disabled in the organization you are currently logged in to, the feature row appears in bold.

4. Click the row for the feature you want to enable or disable.
5. On the **Edit Feature Enablement** window, from the **Enabled** list, select **True** to enable the feature, **False** to disable the feature, or **Inherit**. If you select Inherit, the feature status is inherited from the parent organization.

**Note:** The Inherit option is not displayed for a system level organization.

6. Optionally, select the **Force all children to inherit** option if you want the feature status you are setting to be inherited by all child organizations, regardless of the feature status set on those child organizations.

**Note:** This option is not available for sub organizations.

7. Click **Save**.

## Manage the agents for integrated devices

If you have the necessary permissions, the Integration Manager screen allows you to view and edit agents for communicating with external devices, such as fire panels.

**Note:** The full Configuration XML for public agents is visible on the System Setup (3) organization. For enabled organizations, only the relevant Configuration XML is displayed.


For more information about creating, editing, and deleting agents, see the *BlackBerry AtHoc Honeywell Notifier CAP Gateway Integration Implementation Guide*.

## Provision applications that can call the web API

You can provision a new API integration with the BlackBerry AtHoc management system. You must have organization administrator, enterprise administrator, or system administrator permissions to provision applications. You must have system administrator permissions to enable a provisioned application.

**Note:** The Client ID and Client Secret can only be used in the organization in which they are created. If the Client ID and Client Secret are created in the System Setup (3) organization, they can be used in any organization. If the Client ID and Client Secret are created in an Enterprise organization, they can be used in any of that Enterprise's sub organizations. If the Client ID provided does not follow these inheritance rules, a 400 (Bad request) error code is returned.


To provision a new API integration, complete the following steps:

1. Log in to the BlackBerry AtHoc management system as an organization administrator, enterprise administrator or system administrator.
2. In the navigation bar, click .
3. In the **System Setup** section, click **API Applications**.
4. On the **API Applications** window, click **New**.
5. On the **New API Application** window, enter a name for the API integration.
6. (System administrators only) Next to **Status**, select **Enabled**.
7. In the **Authentication** section, select a Grant Type. Password is the default. If you select Implicit, enter a redirect URI in the text box that appears.
8. Click **Save**. A Success message appears that includes the Client ID and Client Secret.
9. Take note of the displayed Client Secret. It is displayed only once and will need to be regenerated if lost.

**Note:** After you provision your application in the BlackBerry AtHoc management system, contact BlackBerry AtHoc customer support to have the application reviewed and enabled.

### Reset the client secret

If you need to reset the client secret for your API integration, complete the following steps:

1. Log in to the BlackBerry AtHoc management system.
2. In the navigation bar, click .
3. In the **System Setup** section, click **API Applications**. The API Applications window opens.
4. Optionally, enter a name in the search box to filter the list of applications.
5. Optionally, select **Enabled Applications** or **Disabled Applications** from the **All Applications list** to filter the list of applications.
6. Click the application you want to modify.

7. Click **Reset Client Secret**. A confirmation window opens.

**Note:** Any existing calls to the selected API with the existing client secret will be blocked when you reset the client secret.

8. Click **Continue**. You are returned to the API application window. The new client secret is displayed.

9. Take note of the displayed client secret.

10. Click **Save**.


11. Add the new client secret to your authentication payload.

## Configure API throttling settings

**Note:** The API Throttling section is for internal BlackBerry AtHoc use only.

Throttling of API usage is required to protect BlackBerry AtHoc server resources from being over-used, or used in ways that are not intended by BlackBerry AtHoc that can result in slow responsiveness. Throttling limits are applied to overall API usage by any single caller, client, organization, or endpoint. If an API call has reached its throttle limit, the server returns a 429 (Too Many Requests) error.

To configure API throttling settings, complete the following steps:



1. Log in to the BlackBerry AtHoc management system as a system administrator.
2. Change to the **System Setup (3)** organization.
3. In the navigation bar, click .
4. In the **System Setup** section, click **API Throttling**.
5. On the **API Throttling** window, complete the steps in the following topics to configure [client and endpoint whitelists](#), [general rules](#), and [client rules](#).
6. Click **Save**.

### Whitelist

In the Whitelist section, system administrators can specify endpoints and clients to be whitelisted. Whitelisted clients and endpoints are exempt from API throttling.

1. Select one or more clients from **Client Whitelist** to add them to the whitelist.
2. Click **Add Endpoint** to add an endpoint to the whitelist. A new row appears in the list.
  - a. Select a **Verb** from the list to specify a request type (for example, GET).
  - b. Enter a URL in the **URL** field.
  - c. Click **Save**.



The endpoint is added to the endpoint whitelist.

3. Optionally, click  to edit an endpoint.
4. Optionally, click  to remove an endpoint.

### General rules



In the General Rules section, system administrators can add general rules that apply to all endpoints.

1. Click **Add General Rule**. A new row appears in the list.
  - a. Select a **Verb** from the list to specify a request type (for example, GET).
  - b. Optionally, in the **URL** field, append a URL to **api/v2/**. Use \* as a wildcard in a URL. Enter only \* to specify all endpoints.
  - c. Specify a time (in minutes) and a limit for the number of requests.
  - d. Click **Save**.

2. Optionally, click  to edit a general rule.
3. Optionally, click  to remove a general rule.


## Client rules

In the Client Rules section, system administrators can add rules that apply to specific clients. Rules applied to a specific client override rules specified in the General Rules section.


1. Click **Add Client Rule**.
2. In the **Add Client Rule** window, select a client from the list.
3. Click **Add Client Rule**. A new row appears.
  - a. Select a **Verb** from the list to specify a request type (for example, GET).
  - b. Optionally, in the **URL** field, enter the client URL.
  - c. Specify a time (in minutes) and a limit for the number of requests.
  - d. Click **Save**.
4. Optionally, repeat Step 3 to add additional client rules. You can add multiple rules for a single client.
5. Click **Add**.
6. Optionally, click  to edit a client rule.
7. Optionally, click  to remove a client rule.

## View the operator audit trail report

The Operator Audit Trail report enables authorized users to audit the system based on a specific operator or action performed in the BlackBerry AtHoc system, such as login attempts or password changes.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Operator Audit Trail**.
3. The Operator Audit Trail screen opens.

From the **Operator Audit Trail** screen, you can perform any of the following actions:

- Change the report time frame by selecting different **From** and **To** dates. Enter the dates manually or click  and select each date on the pop-up calendar. The report that is generated will then include activities between and including the To and From dates you select.
- Enter an operator name or ID in the **Operator** field to view their activity in the system. If no value is entered in this field, all operators are included in the report.

**Important:** The Operator field is not case-sensitive and you can use the '?' wildcard to substitute for a single letter or the '\*' wildcard to substitute for a string of letters.

- View all activities by leaving the **Entity** field set to the default value of **All Entities** or view activities for a specific entity by selecting one from the list.

To further filter activities, select an entity and then select **Search by Specific Action(s)**. In the **Action(s)** field, click the list and select each of the actions that you want to use as filter criteria.

**Note:** If you apply filtering criteria, you must click **Search** to refresh the screen and view the updated results list.

- Export or print the System Log Report by completing either of the following steps:
  - If Microsoft Excel is installed on your computer, click **Download excel file**, then either save the report to a location on your machine or open the report directly.
  - Click **Printer friendly report** to view the formatted report in a new browser window, then use the browser's **Print** command to print the report.

## View an alerts usage summary report


Alerts Usage Summary reports are used to determine how many reports or messages have been sent out within a designated amount of time. To create one of these reports, follow the instructions in the "Create and view an alerts usage summary report" section of the *BlackBerry AtHoc Manage Alert Tracking and Reporting Guide*.

## Manage system jobs

You can manage common system jobs such as database archiving and purging log data from within BlackBerry AtHoc. If you have administrator permissions, for each system job you can do any of the following:

- View the status of historical runs (start time, end time, duration, result)
- Determine the next scheduled run date and time
- Manually run the system task

### View details about system jobs

1. Log in to the BlackBerry AtHoc management console.
2. Click the down arrow beside your log in name and select **Change Organization**.
3. Change to the **System Setup (3)** organization.
4. In the navigation bar, click .
5. In the **System Setup** section, click **System Jobs**.

The System Tasks screen opens, displaying a list of all automated jobs in the system.

6. Click the name of any task to view additional details.

From the task details screen, you can perform any of the following tasks:

- View a description of the task.
- View the run interval and the last run time for the task.
- View a history of the most recent runs of the task, including the start time, end time, and duration of each run.
- Click **Click to Disable** (for active tasks) or **Click to Enable** (for inactive tasks) to change the current status of the task.
- Click **Run now** to manually initiate the task.
- Click **OK** in the corresponding **History table** to view the job log for any recent run.

### Descriptions of the System Jobs



The following jobs are displayed on the System Tasks screen:

- **AtHoc Connect Update Alert Responses:** This job updates the AtHoc Connect with organization alert responses.
- **AtHoc Connect User-Base Sync:** This job synchronizes the IAC user base with the agreement state in AtHoc Connect.
- **Auto Delete Users:** This job deletes end users based on the settings configured on the Disable and Delete End Users screen.
- **Auto Disable Users:** This job disables end users based on the settings configured on the Disable and Delete End Users screen.
- **Cap Event Processor:** This job processes captured inbound CAP events and publishes an alert for each inbound alert based upon the rules configured for the Agent.
- **Cap Feed Poller:** This job fetches the index feed and creates a queue entry in the BlackBerry AtHoc database queue.
- **Delivery Batch Recovery:** This job recovers batches with incomplete delivery due to gateway related failures.

- **Delivery Batch Retry:** This job resets delivery batches that have either timed out or completed with error.
- **Desktop Sessions Maintenance:** This job cleans up stale sessions and updates the online users graph that is visible on the homepage.
- **Email Publisher:** This job processes alert publishing requests that are sent by email.
- **Export MAS Data:** This job builds packages that can be downloaded later as part of the Mobile Alerting System (MAS) synchronization process.
- **IEM IPAWS Plugin Agent - For All VPS:** This job communicates with IPAWS for all organizations on the server.
- **Process Accountability Event Job for Recipient Re-Compute:** This job manages accountability events recipient re-computation.
- **Process Accountability Event Job for Reminder:** This job manages accountability events related to sending reminder alerts.
- **Process Accountability Events for Status Update:** This job manages the status attribute value changes for affected uses during the accountability event lifecycle.
- **Process Accountability Events for End:** This job manages accountability events lifecycle and status management.
- **Process Accountability Events:** This job manages accountability events tracking summary.
- **Process Alerts Tracking Summaries:** This job generates an alert tracking summary for live alerts and alerts that have ended within the past 4 hours.
- **Process NDMS Tracking:** This job retrieves tracking data from NDMS systems and updates Alert reports within the system. Each NDMS system appears on a separate line on the screen, allowing you to view the specific details for that NDMS.
- **Process NDS Tracking:** This job retrieves tracking data from NDS systems and updates Alert reports within the system. Each NDS system appears as a separate line on the screen, allowing you to view the specific details for that NDS.
- **Purge Older Logging Data:** This job removes any temporary or transient data from the database tables that is no longer required. Runs daily at 11:00 PM.
- **Rebuild Database Indexes:** This job performs weekly index maintenance on the databases.
- **Sync Cross System Dist Lists:** This job synchronizes Distribution Lists within the master organization with the latest distribution lists in sub organizations.
- **System Diagnostics Report:** This job runs diagnostic stored procedures and collects the output in a diagnostic log.

## Create and export a system diagnostics report

During a service call, BlackBerry AtHoc customer support might ask you to export the System Diagnostics Report and then send the results to them. The System Diagnostics Report job runs every day at 12:00 PM and the report appears in the Diagnostic Log as an event. If asked, you might also need to run the report job before exporting the report.

1. In the navigation bar, click .
2. In the **System Setup** section, click **System Jobs**. The System Tasks screen opens, displaying a list of all automated jobs in the system.
3. If requested by BlackBerry AtHoc customer support, run the diagnostics job by completing the following steps:
  - a. Click **System Diagnostics Report** at the bottom of the tasks list.
  - b. On the **System Diagnostics Report** screen, click **Run now**.
4. After the report runs, click the , then click **Diagnostic Log** in the **System** to open the diagnostic log.
5. Use the search field at the top of the screen to find all of the System Diagnostics Reports in the system.
6. In the results list, click the most recent report to open it.
7. Click **Export** at the top of the screen.
8. When prompted, save the diagnostic log to the default file, `AtHocEventViewer.xml`.



9. Send the report to your contact in BlackBerry AtHoc customer support.

## Purge ended alerts

System administrators, enterprise administrators, and organization administrators can enable alert purging by selecting purge criteria for an organization. The purge criteria is the number of days after an alert or event has ended.


**Important:** Purged alerts and events cannot be recovered.

The purge deletes all ended alerts, events, and their related attachments from the system. Purging ended alerts and events is disabled by default and can be enabled per organization. Suborganizations do not inherit purge criteria from the enterprise organization.

Any changes made to the purge criteria take effect at the next scheduled purge.


Only ended alerts and events are purged. Drafts alerts and events, templates, manual logs, the operator audit trail, and scheduled and recurring alerts are not purged.

For events, purge criteria are applied after the last alert for the event is published. For example, if an event is for 30 days with one recurring alert per day, and the purge criteria is set to 120 days, then all 30 alerts are purged on the 121st day after the last alert for the event is ended.

1. In the navigation bar, click .
2. In the **System Setup** section, click **Purge Ended Alerts**.
3. Optionally, in the **Status** section, click the link in the **Result** field to view information about the last purge job, including the date of the last purge and the number of alerts that were purged.
4. In the **Schedule** section, select the purge criteria from the **Purge Ended Alerts** list. You can select to purge ended alerts and events after 90, 120, or 180 days.
5. Click **Save**.

# Configure device gateways

To set up alert delivery devices, you must configure the gateway for each device. The gateway is an API that translates alert text to XML format and delivers it to the provider for a device. The provider can be a BlackBerry AtHoc service (such as AtHoc cloud telephony) or a third-party provider.

1. In the navigation bar, click .
2. In the **Devices** section, click the name of the device gateway that you want to configure.

The gateway configuration settings screen opens. The values that you need to provide depend on the device you want to configure. The following table specifies how you can find configuration values for a particular device.

Gateway	Documentation
ADT Giant Voice	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
AM Radio Broadcast	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
AM Radio Bluegrass	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
American Signal Giant Voice	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
American Signal Giant Voice - V2	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
AtHoc Cloud Delivery Service (East Coast)	<a href="#">Configure the hosted gateway for cloud services</a>
AtHoc Cloud Delivery Service (West Coast)	<a href="#">Configure the hosted gateway for cloud services</a>
Mobile App	<a href="#">Configure the AtHoc Mobile App</a>
AtHoc Organization Network	<i>BlackBerry AtHoc Connect Plug-in for NDS: Configuration Guide</i>
ATI Giant Voice	<i>BlackBerry AtHoc ATI Giant Voice System Installation and Configuration Guide</i>
Benbria Classroom Emergency Notification	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
BlackBerry Messenger	<i>BBM Enterprise Alerts Installation and Administration Guide</i>

Gateway	Documentation
Cable TV + Radio	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
Cable TV Scroller	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
CentrAlert	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
Cisco Digital Media Player	<i>Cisco Digital Media Server Configuration Guide</i>
Cisco UCM (Blast)	<i>BlackBerry AtHoc Cisco IP Phone Blast NDS Installation Guide</i>
Cisco UCM (TAS)	<i>BlackBerry AtHoc Telephony Alerts System Operations Guide</i>
Cisco Unified Communication Manager	<i>BlackBerry AtHoc Telephony Alerts System Operations Guide</i>
Desktop App	<a href="#">Configure desktop app settings</a> <i>BlackBerry AtHoc Desktop App Installation and Configuration Guide</i>
Eaton WAVES	<i>BlackBerry AtHoc Eaton WAVES Giant Voice System Installation and Configuration Guide</i>
Emergency Digital Information Service (EDIS)	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
Federal Signal Giant Voice	<i>BlackBerry AtHoc Federal Signal Giant Voice System Installation and Configuration Guide</i>
IPAWS CAP Exchange, EAS, NWEM, and WEA,	<i>BlackBerry AtHoc IPAWS Plug-in for NDS Installation and Configuration Guide</i>
Land Mobile Radio	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
Land Mobile Radio - Eastman	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
LRAD Giant Voice	<i>BlackBerry AtHoc LRAD Giant Voice System Installation and Configuration Guide</i>

Gateway	Documentation
Microsoft Lync Server	<i>Microsoft Lync Server 2013 Plug-In for NDS Configuration Guide</i>
Monaco Warning System	<i>BlackBerry AtHoc Monaco Warning System Installation and Configuration Guide</i>
Motorola ACE 3600	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
Notification Delivery Managed Service (NDMS)	<a href="#">Configure the Notification Delivery Managed Service gateway</a>
OEM Cloud Delivery Service (East)	<a href="#">Configure the hosted gateway for cloud services</a>
OEM Cloud Delivery Service (West)	<a href="#">Configure the hosted gateway for cloud services</a>
On-Premise Email	<i>On-Premise Email Installation and Configuration Guide</i>
RGM Digital Signage	<i>BlackBerry AtHoc Digital Signage Installation and Configuration Guide</i>
RSS Feed	<a href="#">Configure RSS feed information for RSS and Atom content feeds</a>
SiRcom	<i>BlackBerry AtHoc SiRcom Installation and Configuration Guide</i>
Talk-A-Phone Giant Voice	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
TechRadium	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
Text Messaging	<a href="#">Configure the text messaging device for hosted SMS</a>
TTY/TDD Phone	<a href="#">Manage a TTY/TDD phone device</a>
Twitter	<i>BlackBerry AtHoc Twitter Configuration and User Guide</i>
Whelen Giant Voice, v1	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
Whelen Giant Voice, v2	<i>BlackBerry AtHoc Whelen Giant Voice System Installation and Configuration Guide</i>

Gateway	Documentation
Xml Feed	<a href="#">Configure XML feed information for mass communication devices</a>
Xml Feed Reset	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
Zetron Pager	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.
Zetron Pager Group	Custom device gateway: Contact BlackBerry AtHoc customer support if you need to configure this gateway.

- Configure the values based on the device and information provided by BlackBerry AtHoc customer support or the configuration information provided in the referenced documents.
- Click **Save**.


## Configure the AtHoc Mobile App

Use the [Devices screen](#) to verify available devices, check settings, and if necessary, disable or restore specific devices such as mobile devices for the Personal Safety Service. You can also control and edit permissions to make certain device addresses only available to operators, or to end users, or to both roles.

Configure the [Mobile App gateway](#) to deliver alerts to and receive alerts from the mobile device.

### Configure the Mobile App gateway

Contact BlackBerry AtHoc customer support for assistance in setting up the Mobile App for BlackBerry AtHoc. Before you begin this process, you should also contact your system administrator to get the NDS address used for the notification delivery server.

- In the navigation bar, click .
- In the **Devices** section, click **Mobile App**.

The Mobile App gateway configuration screen opens with the default settings that are listed in the following table.

Option	Description
<b>Notification Delivery Server Settings</b>	
Notification Delivery Server Address	<code>https://mobile.athoc.com</code>
Username	Must be between 3 and 100 characters long.
Password	Must be between 3 and 100 characters long.

Option	Description
Debug Trace	<p><b>Default:</b> No</p> <p>Yes</p> <p>Avoid performance degradation by enabling debug tracing for the mobile delivery gateway only while actively debugging the mobile notifications for the Mobile application.</p>
<b>Features</b>	
Alerts	Selected
Map	Unselected
Alert Publishing	Unselected
Advanced Features	Unselected. When selected, advanced settings display that require a distribution list for access. Options include Emergencies, Check In, Reports, and Tracking. To learn about the advanced features, <a href="#">Role-based permissions for the mobile app</a> .
<b>Settings</b>	
Photo Quality	<p><b>Default:</b> Low</p> <p>High</p>
Video Quality	<p><b>Default:</b> Low</p> <p>High</p>
Emergency Contact Number	Designate the emergency contact telephone number. If no phone number is entered in the field, the Mobile App will not have an emergency contact number button.
Support Email Address	Enter an email address that administration log and feedback from the mobile app can be sent to.
Enable Mobile Analytics	<p>Collects mobile app usage analytics. No personal, private, or sensitive information is collected.</p> <p><b>Default:</b> No</p> <p>Yes</p>

Option	Description
Enable Personal Alert Button	Enables sending an emergency using a paired personal alert button. Emergencies must be enabled in Advanced Features.  <b>Default:</b> Yes  No
Send Location with Response	Sends user location information with alert or event responses.  <b>Default:</b> Yes  No
User Choice	Enables each mobile user to choose whether to send location information with alert or event responses.  <b>Default:</b> No  Yes  This option is visible only when "Yes" is selected for Send Location with Response.

**Note:** You should use the default values to set up and configure the BlackBerry AtHoc mobile app.

3. Click **Copy Default Settings**.

4. In the **Notification Delivery Server Address** field, enter the NDS address you received from your System Administrator .

By default, the URL points to `mobile.athoc.com`.

5. Add the user name and password provided by BlackBerry AtHoc.

6. In the **Features** section, select the options that will be available to users when they are using their mobile device:

- **Alerts:** Users can receive alerts.
- **Maps:** Users can view the SSA map.
- **Alert Publishing:** Operators can publish alerts.
- **Advanced Features:** Advanced features available to a selected group of users. When you select this option, advanced features are displayed. Each mobile feature in the Advanced Features section includes its own menu to select a distribution list. To learn about the advanced features, see [Role-based permissions for the mobile app](#).

7. In the **Settings** section, select the photo and video quality.

8. In the **Emergency Contact Number** field, enter the phone number of the operations center to which emergencies are sent from mobile devices.

9. In the **Support Email Address** field, enter an email address where logs are sent for error debugging.

10. In the **Enable Mobile Analytics** section, select whether to enable the mobile app to collect usage analytics.

11. In the **Enable Personal Alert Button** section, select whether to enable users to send an emergency duress message using a paired personal alert button.

12. In the **Send Location with Response** section, select whether to send location information with alert or event responses. When **No** is selected, location information is prevented from being returned with alert or event responses even if mobile location services are active on the mobile device.

13. In the **User Choice** section, select whether to enable mobile users to choose to send location information with alert or event responses. This option is only available when **Yes** is selected in the **Send Location with Response** section.


14. Click **Save**.

## Assign an AtHoc Mobile Gateway to a phone

To assign an AtHoc Mobile Gateway to a phone and set up mobile phone notification, see [Configure mobile phone notification](#).


## Configure mobile phone notification

After BlackBerry AtHoc customer support has set up the correct Notification Delivery Server (NDS) address, you can assign an AtHoc Mobile Gateway to the phone and enable mobile phone notification.

1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. Click **Mobile App** to open the details screen.
4. Click **Edit** in the top menu bar.
5. In the **Name** field, enter `Mobile App`.
6. In the **Common Name** field, enter the following text with no space between the words: `mobileNotification`.
7. In the **Delivery Gateways** section, select **Mobile App** from the **Add a Delivery Gateway** drop-down list.
8. Click **Save** in the top menu bar.
9. Click **Enable** in the top menu bar if the device is not yet enabled.

## Role-based permissions for the mobile app

As a system administrator, you can specify what controls a user can see on the mobile device, depending on their roles and responsibilities (also known as role-based permissions). For example, you might want an emergency team to be able to see the map, send field reports, start tracking, and send emergency duress alerts. However, you might want a student on a campus or non-emergency personnel to only be able to receive notifications and to send duress (emergency) alerts to security without having access to the map or to tracking or field reports.


1. For users who need advanced features, create a distribution list.
2. In the navigation bar, click .
3. In the **Devices** section, click **Mobile App**.
4. In the **Mobile Application Features** section, select **Alerts** to grant permission to receive alerts on mobile devices.
5. Select **Map** to provide access to view the SSA map.
6. Select **Alert Publishing** to provide publishing permission to operators.
7. Select **Advanced Features** to provide advanced features to a group of users. When selected, the **Select advanced features** section appears.
8. In the **Select advanced features** section, select one or more types of alerts that the user can access from the mobile application:
  - **Emergencies:** Send duress messages.
  - **Check In:** User check ins on the map.
  - **Reports:** Send field reports.
  - **Tracking:** Track mobile device location for a specified amount of time.
9. After selecting an advanced feature, choose a distribution list that can use the selected feature.
10. Make any other needed changes for the Mobile App settings.
11. Click **Save**.



## Configure the Notification Delivery Managed Service gateway


Use the Notification Delivery Managed Service (NDMS) gateway to set up device delivery services. You can set up email, SMS, and phone devices with NDMS.

Use this gateway if you want add custom audio files to alerts.

1. In the navigation bar, click .
2. In the **Devices** section, click **Notification Delivery Managed Service**.
3. On the **Notification Delivery Managed Service (NDMS)** screen, click **Copy default settings** in the top row.
4. In the **Publishing and Reporting Settings** section of the default template that appears, enter the username and passwords provided to you by BlackBerry AtHoc customer support.
5. In the **Global Settings** section, check the **API Version** field to ensure that you have the correct version.
6. Specify other options that are appropriate for your environment. It is strongly recommended that you use the default settings unless otherwise specified by BlackBerry AtHoc customer support.
7. Click **Save**.

## Configure the Simple Mail Transfer Protocol gateway

Simple Mail Transfer Protocol (SMTP) gateways are required to send emails.

1. In the navigation bar, click .
2. In the **Devices** section, click **SMTP**.
3. Enter the following information in the **Basic** section:
  - **Server address:** If an address appears by default in this field, it is recommended that you leave the field unchanged. If you must add a different server address, enter its fully qualified name or IP address.
  - **Reply-to address:** Optionally, enter the email address where you want to receive replies to emails you have sent out.
  - **Template:** Select an option to designate whether you want the emails you send to use plain text only or if you want them to be able to support HTML elements.
4. Scroll down to the **Advanced** section and enter the following information:
  - **Account name:** Enter the email account from which emails will be sent.
  - **Username:** If credentials are required to access the account listed in the first field, enter the account username in this field.
  - **Password:** If credentials are required to access the account listed in the first field, enter the account password in this field.
  - **Port:** This field should already be populated. Do not change it.
  - **Debug:** If you want to be able to perform SMTP-related debugging even though it might impact performance, select the **Yes** option. Otherwise, select **No**.
  - **Use SSL:** If you expect SSL communication to be used with this account, select the **Yes** option. Otherwise, select **No**.
  - **Connection Timeout:** Enter the time limit, in seconds, that you want a connection attempt to last. The default value is 30 seconds.
5. Click **Save**.

# Configure devices overview

When operators send alerts to a target audience, you must also specify which devices on which users receive the alerts. For example, a user can receive an alert on multiple devices, including smart phones, tablets, desktop popups, work or home phones, through loudspeakers, or an email.

When you configure devices that end users receive alerts on, you perform the following high-level tasks, in the following order:

1. [Enable devices on the BlackBerry AtHoc server](#)
2. [Configure the device delivery gateway.](#)
3. [Configure and enable the device from the Devices screen.](#)
4. [Verify that the device appears in the End User details display settings.](#)

For additional configuration steps that must be completed for mass communication devices, refer to [Manage mass communication devices](#).

## Enable devices on the BlackBerry AtHoc server

The first step in configuring devices for BlackBerry AtHoc is to enable the device on the BlackBerry AtHoc server. When you enable the device, it appears in the list of gateways on the Settings screen and in the list of devices in Devices.

To enable a device, complete the following steps:

1. Log in as an Administrator to the server on which BlackBerry AtHoc runs.
2. Navigate to the following folder: `../Program Files (x86)/AtHocENS/ServerObjects/Tools`
3. Open the following application: `AtHoc.Applications.Tools.InstallPackage`  
The Configure Device Support screen opens.
4. Select the check boxes next to each device needed for the organization.
5. Click **Enable**.
6. Click **Close**.

## Duplicate a device on the BlackBerry AtHoc server

You must apply Hot Fix release HF-304 before you can duplicate a device on the BlackBerry AtHoc server.

When you enable a device on the BlackBerry AtHoc server, you have the option to create a duplicate of that device. Only Giant Voice devices can be duplicated. If you attempt to duplicate a non-Giant Voice device from the Configure Device Support screen, an error is displayed.

When you duplicate a device, it appears in the list of gateways on the Settings screen and in the list of devices in the Devices screen with a "-DUP1" extension. You can create additional duplicates of the same device, as needed. Each duplicate is appended with a new "-DUP#" extension. For example, ATI-DUP1, ATI-DUP2, and ATI-DUP3.

You can duplicate a Giant Voice device up to six times. There is a 30 character limit to the ID of the duplicated device.

1. Log in as an Administrator to the BlackBerry AtHoc server.
2. Navigate to the following folder: `../Program Files (x86)/AtHocENS/ServerObjects/Tools`
3. Open the following application: `AtHoc.Applications.Tools.InstallPackage`


The Configure Device Support screen opens.

4. Select the check box next to the device you want to duplicate.
5. Click **Duplicate**.
6. Optionally, click **Enable**.
7. Click **Close**.

# Configure devices

If you are an Administrator, you can use the Devices screen to verify available devices, check settings, and if necessary, enable and disable devices. You can also control and edit permissions to make certain device addresses only available to operators, or to end users, or to both roles.

Availability of delivery devices other than the AtHoc Desktop software depends on the BlackBerry AtHoc edition and licensed delivery devices. Contact your BlackBerry AtHoc account manager for details.

1. In the navigation bar, click .
2. In the Devices section, click **Devices**.

The Devices screen then displays the available devices and their details in a table with the following columns:

- **Device Name:** Displays a description of the device type
- **Delivery Gateway:** Displays the designated delivery gateways, if applicable
- **Group:** Displays the type of alert that gets delivered, such as email or phone
- **Status:** Displays whether the device is enabled or disabled. Disabled devices are not available for delivering alerts.

Each device has a default delivery template that defines the appearance and formatting used to deliver alerts.

3. Click the device name to configure the related template.


For more information on device configuration, see [View and edit device details](#).

## Enable and disable devices

If you have Administrator permissions, you can use the Device screen to disable and enable specific devices to control which devices appear in the user profile and to add them to the list of devices for alert targeting.

### Enable a device

Only devices having at least one associated gateway can be enabled. Although some devices have a gateway already assigned to them, for other devices—such as XML Feed, Twitter, or Zetron Pager—you must first open the device's details screen and add the gateway manually before attempting to enable the device.

1. In the navigation bar, click .
2. In the **Devices** section, click the name of the device you want to enable.
3. Click **Enable**.
4. Click **OK**.

### Disable a device


1. From the list, click a device name.
2. Click **Disable**.
3. Click **OK**.

## Add a device to the user details contact information

After you enable the gateway and configure the device in the Device manager, you might need to add the device to the list of available devices for end users. BlackBerry AtHoc provides a draft list that you might need to modify so that a user can add contact information in their profile.

### Prerequisite


To add devices to the end user device display list, you must know their common device names. To determine what those are, complete the following steps:

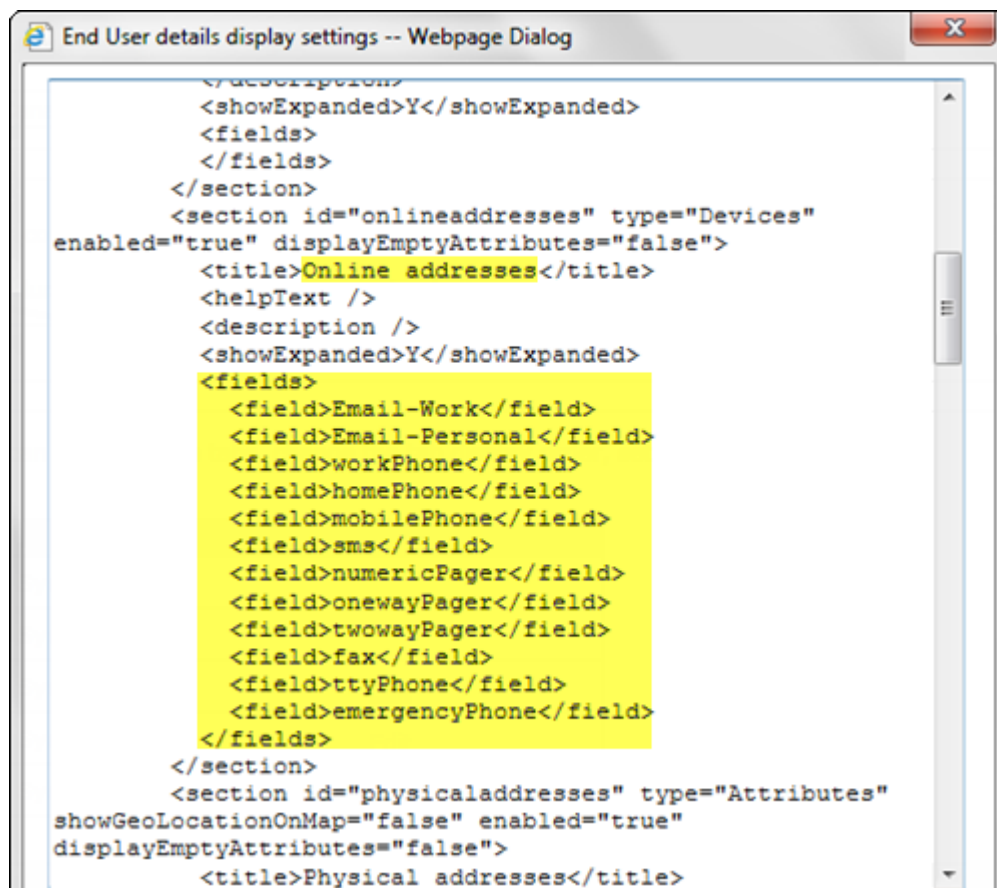
1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. Click to open each device you need the common name for.

The **Common Name** field appears beneath the **Name** field near the top of the **Details** section.

4. Write down the common name so that you can insert it when adding devices to the end user device list.

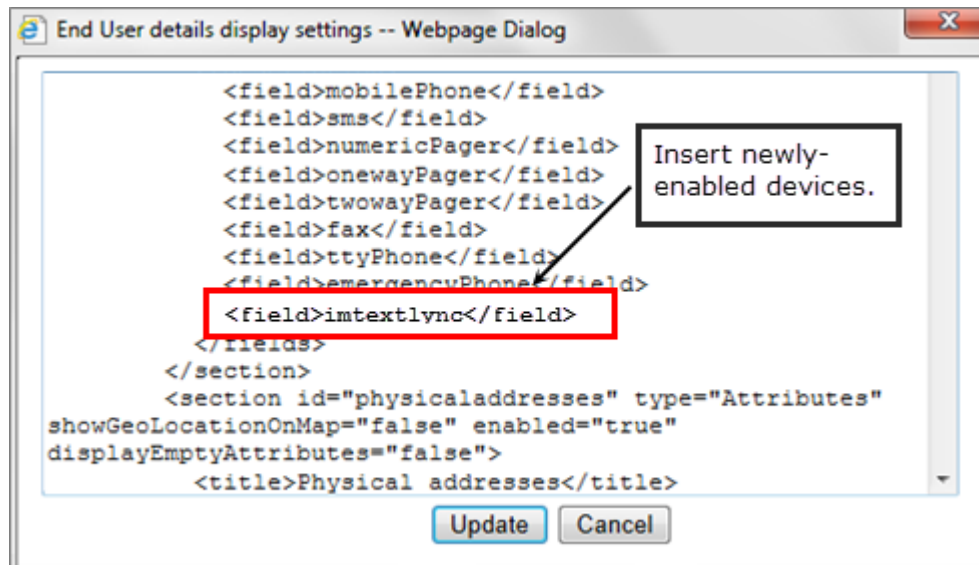
To add a device to the end user device display, complete the following steps:

1. Log in to BlackBerry AtHoc as an administrator.
2. In the navigation bar, click .
3. In the **Basic** section, click **General Settings**.
4. Scroll down to the **Layouts** section.
5. In the **User Details - My Profile** row, click **View/Edit**.
6. In the **End User details display settings** screen, scroll down to the **<Online addresses>** section.



```
</description>
<showExpanded>Y</showExpanded>
<fields>
</fields>
</section>
<section id="onlineaddresses" type="Devices"
enabled="true" displayEmptyAttributes="false">
<title>Online addresses</title>
<helpText />
<description />
<showExpanded>Y</showExpanded>
<fields>
<field>Email-Work</field>
<field>Email-Personal</field>
<field>workPhone</field>
<field>homePhone</field>
<field>mobilePhone</field>
<field>sms</field>
<field>numericPager</field>
<field>onewayPager</field>
<field>twowayPager</field>
<field>fax</field>
<field>ttyPhone</field>
<field>emergencyPhone</field>
</fields>
</section>
<section id="physicaladdresses" type="Attributes"
showGeoLocationOnMap="false" enabled="true"
displayEmptyAttributes="false">
<title>Physical addresses</title>
```

7. Check to see if the needed devices are in the list. If not, manually add them in the XML file.



8. If the devices are not in the list, add `<field></field>` values for each device, using the common device names that you wrote down in the prerequisite section above.
9. Click **Update**.

## Manage mass communication devices

To manage support for a mass communication device such as a digital sign, a loudspeaker, or an XML feed, complete the following tasks:

- [Enable devices on the BlackBerry AtHoc server](#)
- [Configure device gateways](#)
- [Configure devices](#)
- [Create a mass device endpoint](#)

### Mass device types and categories

Mass devices in BlackBerry AtHoc are divided into these categories: Giant Voice, Feed, Social, and Common.

The following table lists the supported mass devices and their categories:

Mass device	Mass device category
ALERTUS-BEACON	Giant Voice
AM-RADIO	Common
BENBRIA	Common
CATV	Common
CENTRALERT	Giant Voice

<b>Mass device</b>	<b>Mass device category</b>
COOPER-WAVES	Giant Voice
EAS	Common
EMERGE-ENOTIFY	Common
FIRE-PANEL - 8 Channels	Common
FIRE-PANEL - 16 Channels	Common
GIANT-VOICE-ACE3600	Giant Voice
GIANT-VOICE-ATI	Giant Voice
GIANT-VOICE-CAWS	Giant Voice
GIANT-VOICE-FEDSIG	Giant Voice
GIANT-VOICE-WHELEN-V2	Giant Voice
IIM-LRAD	Giant Voice
IIM-SERIAL-GIANT-VOICE	Giant Voice
IIM-ZETRON-PAGER	Pager
IIM-ZETRON-PAGER-GROUP	Pager
INDUSTRIALSTROBE-BEACON	Common
LAND-MOBILE-RADIO-EASTMAN	Common
LAND-MOBILE-RADIO-V2	Common
MINITOR_V_TWO_TONE	Common
MONACO-WARNING-SYSTEM	Giant Voice
MOTOTRBO_TWO-WAY_RADIOS	Common
PUBLIC-ADDRESS-SYSTEM	Common
PUBLIC-FEED (CWS)	Common
PUBLIC-FEED-V2 (CWS v2)	Common
SN-FEED (XML)	Feed
SN-FEED-SECONDARY (RSS)	Feed

Mass device	Mass device category
SN-TWITTER	Social
UAP-DS (RMG Digital Signage)	Common
UAP-IAC	Common
UAP-IPAWS	Common
UAP-IPAWS-NWEM-EAS	Common
UAP-IPAWS-WEA	Common
UAP-LED	Common
VOICE-DTMF	Giant Voice
Zetron Pager	Common

## Create a mass device endpoint


To distribute messages through mass communication devices like a digital sign, you must create a BlackBerry AtHoc mass device endpoint. Creating a mass device endpoint makes the mass device available for targeting in alerts.

Mass devices are divided into five categories: Giant Voice, Feed, Social, and Common. Complete any of the following tasks to create mass device endpoints.


**Note:** You must have operator or end user manager privileges to create a mass device endpoint.

**Note:** You can export the information about mass device endpoints to a .csv file by selecting the endpoints on the Mass Device Endpoints screen, and then selecting **More Actions > Export**.

### Giant Voice

1. In the navigation bar, click .
  2. In the **Devices** section, click **Mass Device Endpoints**.
  3. Click **New** and then select the mass device you want to target.
  4. On the **New Mass Device Endpoints** screen, in the **General** section, enter an endpoint name. Enter a value between 4 and 80 characters long. The following special characters are not allowed: ` ! \$ % ^ ( ) = { } , ; : ? " < >
- Note:** The Display Name is auto-populated with the name entered in the Endpoint Name field.
5. In the **Configuration** section, select a Giant Voice Type: **Pole**, **Zone**, **Key**, or **Other**.
  6. Enter the address for the Giant Voice device.
  7. (For Giant Voice Key type only) Enter the **Giant Voice Key XML**.
  8. Click **Save**.


### Feed

1. In the navigation bar, click .
2. In the **Devices** section, click **Mass Device Endpoints**.
3. Click **New** and then select the mass device you want to target.




4. On the **New Mass Device Endpoints** screen, in the **General** section, enter an endpoint name. Enter a value between 4 and 80 characters long. The following special characters are not allowed: ` ! \$ % ^ ( ) = { } , ; : ? " < >`  
**Note:** The Display Name is auto-populated with the name entered in the Endpoint Name field.
5. In the **General** section, enter a common name. Enter a value between 4 and 80 characters long. The following special characters are not allowed: ( ` ! \$ % ^ ( ) = { } , ; : ? " < > | [space]
6. In the **Configuration** section, enter a title for the feed. Enter a value between 1 and 100 characters.
7. Optionally, enter a description for the feed.
8. Select whether to require authentication. The default is **No**. If you select **Yes**, enter an authentication username and password.
9. Optionally, enter a URL to use to access alerts through the content feed.
10. Click **Save**.

## Social

1. In the navigation bar, click .
2. In the **Devices** section, click **Mass Device Endpoints**.
3. Click **New** and then select the mass device you want to target.
4. On the **New Mass Device Endpoints** screen, in the **General** section, enter an endpoint name. Enter a value between 4 and 80 characters long. The following special characters are not allowed: ` ! \$ % ^ ( ) = { } , ; : ? " < >`  
**Note:** The Display Name is auto-populated with the name entered in the Endpoint Name field.
5. In the **Configuration** section, if no Twitter account already exists, click **Provide Twitter Credentials**.
6. On the **Twitter / Authorize an application** page, enter the account name and password for your Twitter account.
7. Click **Authorize app** to give permission to BlackBerry AtHoc to tweet to this Twitter account. You are returned to the New Mass Device Endpoint screen.
8. Click **Save**.


## Common

1. In the navigation bar, click .
2. In the **Devices** section, click **Mass Device Endpoints**.
3. Click **New** and then select the mass device you want to target.
4. On the **New Mass Device Endpoints** screen, in the **General** section, enter an endpoint name. Enter a value between 4 and 80 characters long. The following special characters are not allowed: ` ! \$ % ^ ( ) = { } , ; : ? " < >`  
**Note:** The Display Name is auto-populated with the name entered in the Endpoint Name field.
5. In the **Configuration** section, enter the address for the mass device. The following special characters are not allowed: ( ! ^ = < > )

## View and edit device details

**Note:** You should consult BlackBerry AtHoc customer support before editing the values for a device to ensure that your changes will not have a negative impact on the way the device operates.

**Note:** You must have the Enterprise Administrator role to edit the details of a device.

1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. On the **Devices** screen, click to select a device.

The screen refreshes to display the settings for the device, divided into the following three sections: Details, Help Text, and Delivery Gateways.

The Details section varies by device. Use the Help Text section to change the help text in the targeting, contact, or contact information tool tip. The Delivery Gateways section provides information about gateways such as NDMS and SMTP. A device must have at least one associated gateway before it can be enabled. For more information on enabling devices, [Enable and disable devices](#).

4. Click **Edit** to modify the details, help text, or delivery gateway details.
5. Click **Save**.

## Configure Giant Voice devices

The following integration gateways are related to Giant Voice loudspeaker systems:

- ADT Giant Voice
- American Signal Giant Voice
- American Signal Giant Voice - v2
- ATI Giant Voice
- Cape Aural Warning System
- Centralalert
- Eaton WAVES
- Federal Signal Giant Voice
- LRAD Giant Voice
- Monaco Warning System
- SiRcom
- Talk-a-Phone Giant Voice
- Whelan Giant Voice - v1
- Whelan Giant Voice - v2

To learn how to configure Giant Voice gateways, see the BlackBerry AtHoc integrations documentation at the following URL: <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/integrations/>

## Configure the AtHoc Connect organization network

The Organization feature provides inter-agency communications between organizations that have joined AtHoc Connect. Organizations are members of AtHoc Connect that you can add as a connection. You can then publish alerts to that connection or subscribe to alerts that they publish.

To set up the Organization feature, see the *AtHoc Connect Plug-in for NDS: Configuration Guide*. To learn how to set up the gateway and device for AtHoc Connect, see the *AtHoc Connect Connect User Guide*.

## Manage the Cloud Services Gateway


BlackBerry AtHoc provides hosted SMS, email, and telephony notification services. If your organization uses any of these services, you need to configure and enable the gateway.

The following sections describe these configuration tasks:

1. [Enable the Cloud Services Gateway on the BlackBerry AtHoc server](#).
2. [Enable the Cloud Services Gateway on the Settings screen](#).
3. [Configure and enable the Cloud Services devices](#). Complete only the sections that correspond with the services your organization uses:
  - [Hosted SMS Text Messaging](#)
  - [Hosted Email](#)
  - [Hosted Telephony](#)

## Configure the hosted gateway for cloud services

Use this gateway to set up devices using the AtHoc or OEM Cloud Delivery Service. After configuring this gateway, you can set up telephony (TAS), email (OPM), and SMS.

1. In the navigation bar, click .
2. In the **Devices** section, click to open one of the following gateways, based on information supplied by your BlackBerry AtHoc Services representative:

- AtHoc Cloud Delivery Service (East)
- AtHoc Cloud Delivery Service (West)
- OEM Cloud Delivery Service (East)
- OEM Cloud Delivery Service (West)

3. Click **Copy default settings** at the top of the screen.

The default templates for the services appear in the SMS and Email template fields.

4. Enter the user name and password values provided to you by BlackBerry AtHoc customer support.
5. Optionally, for TAS, you can enter a Caller ID (ANI) value to override the default value for the account.

The value should be a valid phone number or extension that is 4-16 numeric characters.

6. For the SMS (texting) template, replace the existing template, with the following template:

```
[MessageTitle]
[MessageBody]
Reply:
[Response Options]
```

7. Optionally, modify the SMS XML template fields for your organization by adding placeholders.

The following table describes the parameters that you can add to either the SMS or the Email template. The placeholders values are preset:

Placeholder	Required	Purpose and Values
[MessageBody]	Yes	The contents of the SMS message (the alert text).
[MessageTitle]	Yes	The title of the SMS message.
[PublishedAt]	No	The time at which the alert is published.
[PublishedBy]	No	The operator account name that sends the alert.
[RecipientName]	No	The name of recipients which the alert is sent.


Placeholder	Required	Purpose and Values
[ResponseOptions]	No	The response options provided for the recipient of the text message. If empty, the Response Option instruction line does not appear in the alert (The default is <code>Reply:</code> , but can be customized text like "Select a response.").
[SelfServiceUrl]	No	Link to the user's Self Service screen.
[Severity]	No	The value of the Severity field for the alert.
[SystemName]	No	The name of the current organization.
[TargetUrl]	No	The URL in the optional "More Info Link" field, provided for more information.
[Type]	No	The category of alert, such as Safety.
[OrganizationName]	No	The Organization name that is displayed in the BlackBerry AtHoc title pane.

- Optionally, if you use the hosted email service, enter the name of the sender that you want to appear in email alerts.

Now that you have completed the Cloud Delivery Services Gateway setup, you can configure the related devices from the Devices screen.

- [Hosted SMS text messaging](#)
- [Hosted email](#)
- [Hosted Telephony](#)

### Configure the text messaging device for hosted SMS

- In the navigation bar, click .
- In the **Devices** section, click **Devices**.
- Click **Text Messaging**.
- Click **Edit**.
- Modify the values in the **Details** section with names and information that are valid for your organization.
- In the **Contact Info Editing** field, select either **All** or **End Users** depending on whether you want everyone or just end users to have the ability to edit their contact info.
- Optionally, select **Users must provide contact info for this Device in Self Service** if you want to require users to provide that information. If you do not select this check box, users are still able to provide the information, but it is not a required task.
- In the **Help Text** fields, enter text that will appear on the screen when operators are authoring an alert.

**Note:** You must have the Enterprise Administrator role to edit the Help Text fields.

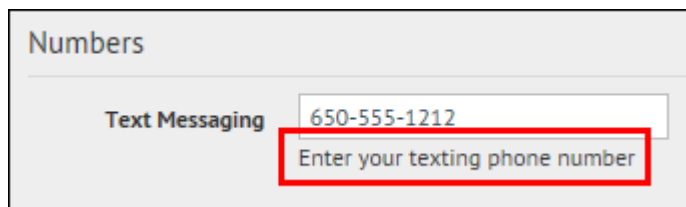
- **Targeting Help Text:** When the operator selects this device as a target, the text you enter in this field appears at the top of the **Review and Publish** screen. For example, if you want to remind operators that text messages have a character limit, you can enter the following text:

"SMS: Alert will be split into multiple messages if it exceeds 140 characters or 70 unicode characters."

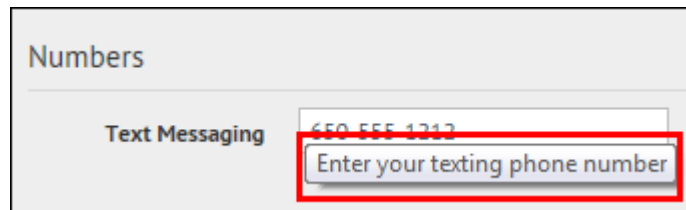
The text then appears at the top of the Review and Publish screen.



- **Contact Info Help Text:** The text you enter in this field appears under the device name on the End User details screen. The text should explain what should be entered in the field.



- **Contact Info Tool Tip:** The text you enter in this field appears as a pop-up tool tip when the user hovers their cursor over the device name on the End User details screen. The text should explain what should be entered in the field.



9. In the **Delivery Gateway** field, select **AtHoc Cloud Delivery Service**.


You can specify up to three gateways for the Hosted SMS device.

10. Click **Save**.

11. Click **Enable** if you are ready to make the device available for alert publishing.

The Hosted SMS Text Messaging device is then fully configured.

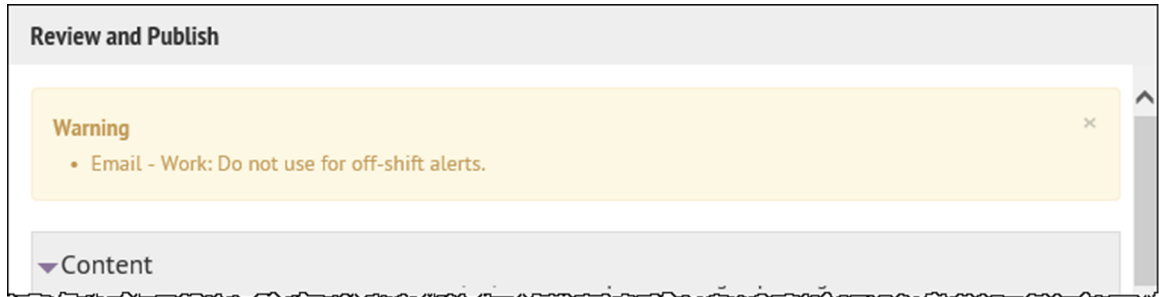
### Manage the hosted email service

1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. Click an email device.
4. Click **Edit**.
5. Modify the values in the **Details** section with names and information that are valid for your organization.
6. In the **Contact Info Editing** field, select either **All** or **End Users** depending on whether you want everyone or just end users to have the ability to edit their contact info.
7. Optionally, select the **Users must provide contact info for this Device in Self Service** check box if you want to require users to provide that information. If you do not select this check box, providing the information will be optional.

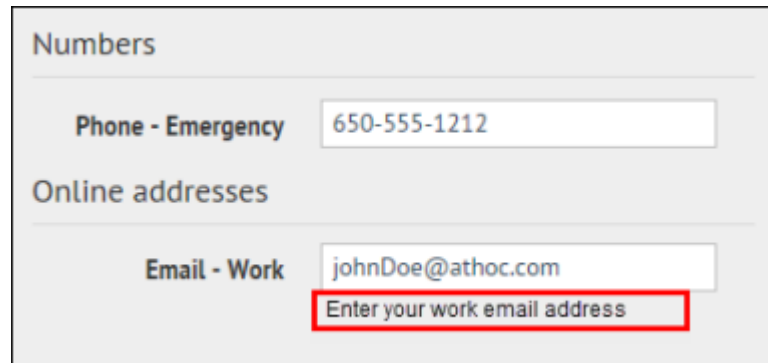
8. In the **Help Text** fields, enter text that will appear on the screen when operators are authoring an alert.

**Note:** You must have the Enterprise Administrator role to edit the Help Text fields.

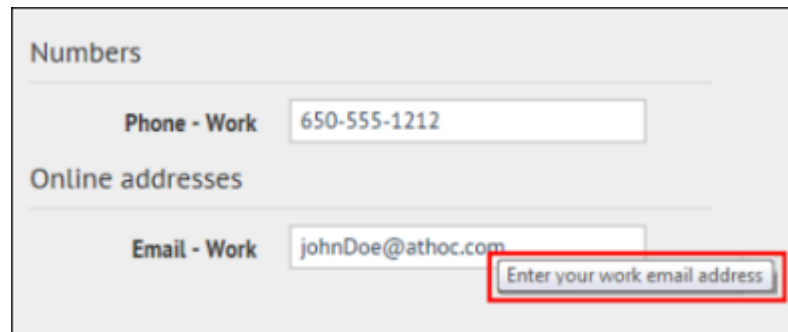
- **Targeting Help Text:** When the operator selects this device as a target, the text you enter in this field appears at the top of the **Review and Publish** screen. For example, if the device is a work email account, you can enter, "Email - Work: Do not use for off-shift alerts" so that users know not to select the device if they are trying to contact people who are not at work.



- **Contact Info Help Text:** The text you enter in this field appears under the device name on the End User details screen. The text should explain what should be entered in the field.



- **Contact Info Tool Tip:** The text you enter in this field appears as a popup tool tip when the user hovers the cursor over the device name on the End User details screen. The text should explain what should be entered in the field.



9. In the **Delivery Gateway** field, select one of the **AtHoc Cloud Delivery Service Gateway** or **OEM Cloud Delivery Service** options, either East or West, based on the information BlackBerry AtHoc customer support has provided. For on premise, select **Notification Delivery Managed Service (NDMS)**.

You can specify up to three gateways for each phone device.


10. Click **Save**.

## 11. Click **Enable**.

The device is available for alert publishing.

### Manage the hosted telephony service

To manage the hosted telephony service, complete the following steps:

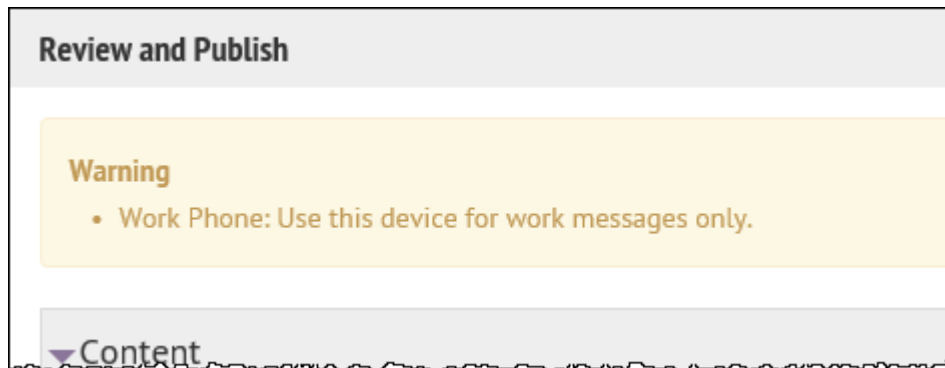
1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. On the **Devices** screen, click a phone device such as **Phone-Work** or **Phone-Mobile**.  
The settings for the device appear.
4. Click **Edit**.
5. Modify the values in the **Details** section with names and information that are valid for your organization. You must have the Enterprise Administrator role to update the Name, Common Name, Group Name, and Device Group Order.
6. Optionally, select the **Enable GETS** option to enable Government Emergency Telecommunications Service (GETS) calls. GETS calls can be made only from land lines and not from mobile phones.
7. In the **Contact Info Editing** field, select either **All** or **End Users** depending on whether you want everyone or just end users to have the ability to edit their contact info.
8. Optionally, select the **Users must provide contact info for this Device in Self Service** check box if you want to require users to provide that information. If you do not select this check box, users will still be able to provide the information; it just will not be a required task.
9. In the **Help Text** fields, enter text that will appear on the screen when operators are authoring an alert.

**Note:** You must have the Enterprise Administrator role to modify the Help Text fields.

- **Targeting Help Text**—When the operator selects this device as a target, the text you enter in this field appears at the top of the **Review and Publish** screen. For example, if the phone is a work phone, you can enter the following text:

"Work Phone: Use this device for work messages only."

The text then appears at the top of the Review and Publish screen.



- **Contact Info Help Text**—The text you enter in this field appears under the device name on the End User details screen. The text should explain what should be entered in the field.

- **Contact Info Tool Tip**—The text you enter in this field appears as a pop-up tool tip when the user hovers their cursor over the device name on the End User details screen. The text should explain what should be entered in the field.

10. In the Delivery Gateway field, select one of the **AtHoc Cloud Delivery Service Gateway** options, either East or West. If you are on-premise, select **Notification Delivery Managed Service (NDMS)**.

You can specify up to three gateways for each phone device.


11. Click **Save**.

12. Click **Enable**.

The device is available for alert publishing.

### Configure RSS feed information for RSS and Atom content feeds

Mass communication devices include the IP Integration module for RSS and Atom feeds. These devices use the templates for the RSS feed.

1. In the navigation bar, click .
2. In the **Devices** section, click **RSS Feed**.
3. Click **Copy default settings** at the top of the screen to use the correct settings for the content feed.

RSS or Atom feeds should have the following settings:

- In the **Supported Formats** field, **Syndication: Atom** and **Syndication: RSS 2.0** are selected.
- In the **Identity Source** field, the **End User** option is selected.

4. Click **Save**.

### Configure XML feed information for mass communication devices

Mass communication devices include IP Integration Module for loud speakers, as well as RSS and Atom feeds. These devices use the templates for the XML Feed.

1. In the navigation bar, click .



2. In the **Devices** section, click **Xml Feed**.
3. On the **Xml Feed** screen, specify the mass communication device you want to configure.
  - If you use Atom or RSS feeds, complete the following steps:
    - a. In the **Feed Formats** section, select **Syndication: Atom** and **Syndication: RSS 2.0**.
    - b. In the **Feed Source** section, select **End User**.
  - If you use an IIM CapCon feed for outdoor loud speakers, complete the following steps:
    - a. In the **Feed Formats** section, select **Syndication: CapIndex** and **Syndication: Caplim**.
    - b. In the **Feed Source** section, select **Delivery Gateway ID**.
4. Click **Save**.


## Configure failover delivery gateways

The Delivery Gateway Failover feature adds redundancy to various devices such as phones that can be connected to multiple gateways. If one gateway fails, the other gateway takes over.

Most gateways have only one type of supported gateway and you enable a second gateway of the same type on a failover server. However, certain device groups have multiple gateways that manage alerts for the device. You can use a different gateway if the device is in the same group, where a group includes related devices such as phones, emails, or text messaging.

Configuration of delivery gateway failover is handled from the Devices screen. The following list shows groups with multiple devices or gateways and specifies which gateways can be used with a device group.

- **Email:** NDMS, SMTP, AtHoc Cloud Delivery Service (East and West), OEM Cloud Delivery Service (East and West)
- **Pager:** NDMS, AtHoc Cloud Delivery Service (East and West)
- **Phone:** NDMS, AtHoc Cloud Delivery Service (East and West)
- **Texting:** NDMS, AtHoc Cloud Delivery Service (East and West)

1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. Click a device name.
4. On the **device details** screen, click **Edit**.
5. Assuming that the device has a primary gateway configured, in the **Delivery Gateways** field, click **Add a Delivery Gateway** to add a second gateway.
6. Click **Configure** and modify the XML statements as needed for your organization.

**Delivery Gateways**


Choose and configure the Delivery Gateways which will deliver messages to this device. If more than one Delivery Gateway is configured, the system will attempt to deliver messages to this device in the order listed below until delivery is successful. If no Delivery Gateways are configured, the device will be considered Disabled.

1	⇅	AtHoc Cloud Delivery Service (East)	<a href="#">Configure</a>   <a href="#">Remove</a>
2	⇅	SMTP	<a href="#">Hide Configuration</a>   <a href="#">Remove</a>

```
<Configuration> <data>
<replyTo>alerts@company.com</replyTo>
<from>alerts@company.com</from> </data>
</Configuration>
```

7. Click **Hide Configuration**.
8. Click **Save**.

## Manage a TTY/TDD phone device

1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. Click **TTY/TDD Phone**.
4. On the device details page, click **Edit**.
5. Modify the values in the **Details** section with names and information that are valid for your organization. You must have the Enterprise Administrator role to update the Name, Common Name, Group Name, and Device Group Order.
6. Optionally, select the **Enable GETS** option to enable Government Emergency Telecommunications Service (GETS) calls. GETS calls can be made only from land lines and not from mobile phones.
7. In the **Contact Info Editing** field, select either **All** or **End Users** depending on whether you want everyone or just end users to have the ability to edit their contact info.
8. Optionally, select **Users must provide contact info for this Device in Self Service** if you want to require users to provide that information. If you do not select this check box, users are still able to provide the information, but it is not required.
9. Optionally, in the **Help Text** fields, enter text that will appear on the screen when operators are authoring an alert.

**Note:** You must have the Enterprise Administrator role to edit the Help Text fields.

- **Targeting Help Text:** When the operator selects this device as a target, the text you enter in this field appears at the top of the **Review and Publish** screen. For example, if you want to remind operators that TTY/TDD phone messages have a character limit, you can enter the following text:

"TTY/TDD Phone: Alert will be split into multiple messages if it exceeds 140 characters or 70 unicode characters."

The text then appears at the top of the Review and Publish screen.

- **Contact Info Help Text:** The text you enter in this field appears under the device name on the End User details screen. The text should explain what should be entered in the field.
- **Contact Info Tool Tip:** The text you enter in this field appears as a pop-up tool tip when the user hovers their cursor over the device name on the End User details screen. The text should explain what should be entered in the field.

10. In the **Delivery Gateways** section, from the **Add a Delivery Gateway** list, select AtHoc **Cloud Delivery Service (West)** or AtHoc **Cloud Delivery Service (East)**.

11. Click **Configure**.

12. In the text field that appears, replace the content with the following:


```
<Configuration><DeviceName>TTY Phone</DeviceName><AlertContent Type="Voice" /></Configuration>
```

13. Click **Save**.

14. Click **Enable** if you are ready to make the device available for alert publishing.

The TTY/TDD Phone device is then fully configured.

## Manage a pager device

1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. Click one of the following pager devices:

- **Pager**
  - **Pager (Numeric)**
  - **Pager (One Way)**
  - **Pager (Two Way)**
  - **Pager Group**
4. On the device details page, click **Edit**.
  5. Modify the values in the **Details** section with names and information that are valid for your organization. You must have the Enterprise Administrator role to update the Name, Common Name, Group Name, and Device Group Order fields
  6. Select a **Device Group Order** from the list.
  7. In the **Contact Info Editing** field, select **All, End Users,** or **Operators** depending on whether you want everyone, only end users, or only operators to have the ability to edit their contact info.
  8. Optionally, select **Users must provide contact info for this Device in Self Service** if you want to require users to provide that information. If you do not select this check box, users are still able to provide the information, but it is not required.
  9. Optionally, in the **Help Text** fields, enter text that will appear on the screen when operators are authoring an alert.
- Note:** You must have the Enterprise Administrator role to edit the Help Text fields.
- **Targeting Help Text:** When the operator selects this device as a target, the text you enter in this field appears at the top of the **Review and Publish** screen.
  - **Contact Info Help Text:** The text you enter in this field appears under the device name on the End User details screen. The text should explain what should be entered in the field.
  - **Contact Info Tool Tip:** The text you enter in this field appears as a pop-up tool tip when the user hovers their cursor over the device name on the End User details screen. The text should explain what should be entered in the field.
10. In the **Delivery Gateways** section, from the **Add a Delivery Gateway** list, select AtHoc **Cloud Delivery Service (West), Notification Delivery Managed Service (NDMS)** or **Zetron Pager**.
  11. Click **Configure**.
  12. Click **Save**.
  13. Click **Enable** if you are ready to make the pager device available for alert publishing.

The pager device is then fully configured.

## Configure desktop app settings

If you are an Administrator, you can configure desktop app settings such as general display items, the system tray menu, client server communications, and failover.

Most settings for the Desktop App are established during the initial installation and configuration with the assistance of BlackBerry AtHoc customer support. However, the settings described in the following sections might require editing over time and are of interest to most administrators because they affect things such as the time intervals for viewing new alerts and updating user configurations, as well as end user login expiration times.

For information about advanced features such as redirection, see the *BlackBerry AtHoc Desktop App Installation and Configuration Guide*.

### Select general desktop software options

**Note:** Do not modify the following settings without first consulting BlackBerry AtHoc customer support.


1. In the navigation bar, click .

2. In the **Devices** section, click **Desktop App**.
3. On the **Desktop App** window, in the **Basic Options** section, select or deselect the check boxes beside the following values:
  - Select the check box beside **Show Welcome message for first-time sign-on** to cause a web page with a welcome message to appear when the desktop app connects for the first time.
  - Select the check box beside **Right-click to dismiss Desktop pop-up** to allow end users to dismiss the Desktop pop-up with a right mouse click.
  - Select the check box beside **Show uninstall option in control panel and Start menu** to show the Uninstall button in the toolbar of the "Uninstall or change a program" dialog in Programs and Features when the AtHoc[edition] application is selected from the list of applications.
  - Select the check box beside **Collect workstation information** to allow the desktop app to send the IP address, machine name, username, and domain name to the BlackBerry AtHoc server. This reduces the amount of user information that is transferred over the network. When this option is deselected, IP targeting does not work.
  - Select the check box beside **Stop checking for updates when Desktop is locked** to prevent the desktop app from checking for updates when an end user's desktop is locked. This option is useful in environments where users do not turn off their machines.
4. In the **Email Address To Send Client Logs** field, enter an email address (`sendlog@athoc.com`) to send the desktop app log to. When the user selects the "Send <organization name> Log" in the Start menu for the desktop app, the email address entered in this field receives a copy of the log file.
5. In the **ActiveX Object Name** field, enter the ActiveX object name for the desktop app. This is used when creating the JavaScript code that is sent by the server to the desktop app in response to requests and in alerts. For example, when the user selects the "Access Self Service" menu option, selects a response option, or clicks a button on an alert.
6. In the **Audio** section, select how the desktop app works with built-in speakers. Select **Consider end user system settings** to prevent the desktop app from overriding the end user's local system speaker settings. Select **Always turn on speaker** to override local speaker settings. When this option is selected, the **Desktop Volume Threshold** slider control appears. This option specifies the volume level that the desktop app sets the audio to.

**Note:** The operating system does not provide a way for the desktop app to distinguish between headphones and speakers. When end users are wearing headphones that are plugged into the computer's audio jack, an incoming alert may sound extremely loud.

## Customize the desktop client system tray

The System tray icon is the white globe icon that appears in the system tray when the desktop app is running. You can change the order of the links that appear in the desktop app system tray using an XML-based menu control. You can also move the link separator up or down and add additional link separators as needed.

1. In the navigation bar, click .
2. In the **Devices** section, click **Desktop App**.
3. On the **Desktop App** window, in the **System Tray Menu** section, select **Display System Tray**.
4. Click **Manage Menu Items**.
5. On the **Desktop App Menu Items** window, click **Add Menu Item**.
6. On the **Add Menu Item** window, enter a name and URL for the new menu item.
7. Click **Save**. Take note of the ID of the new menu item.
8. Click **Close**.
9. Add the new menu item to the **Menu Configuration XML** in the **Menu Configuration** field.

Menu items have this format: `<Item Id="8009" Type="Link"/>`

10. Optionally, add a separator to the Menu Configuration XML.

Separators have this format: <Item Type="Separator" />

11. Optionally, cut and paste the code for each additional function to add or move menu items and separators.

12. Click **Save**.

The default functions include the following items:

Option	Code
Check for New Alerts	8009
Dismiss All Popups	8022
Access Self Service	521
Update My Info	530
Update My Device Info	531
About	8005

The following is a sample Menu Configuration XML:

```
<SystrayLayout>
  <Item Id="8009" Type="Link" />
  <Item Id="8022" Type="Link" />
  <Item Type="Separator" />
  <Item Id="521" Type="Link" />
  <Item Id="530" Type="Link" />
  <Item Id="531" Type="Link" />
  <Item Type="Separator" />
  <Item Id="8005" Type="Link" />
</SystrayLayout>
```


For more information, see the "System tray menu" section in the *BlackBerry AtHocDesktop App Installation and Configuration Guide*.

## Configure client server communications

**Note:** Do not modify the following settings without first consulting BlackBerry AtHoc customer support.

You must have System Administrator permissions to configure client server communications.

Most settings in the Desktop App settings page are established during the initial installation and configuration with the assistance of BlackBerry AtHoc customer support. The settings in the Client Server Communications section of the Desktop App settings page are used to configure the settings that govern communication between the BlackBerry AtHoc server and the Desktop app, and the rate at which new alerts and user configuration updates are checked.

1. In the navigation bar, click .
2. In the **Devices** section, click **Desktop App**.
3. On the **Desktop App** window, scroll down to the **Client Server Communications** section.
4. Select a value from the **Check Update Interval** list.

The Check Update Interval (CU) determines how frequently the desktop app polls the server for updates, including alerts. A lower value causes end users to receive desktop pop-up alerts sooner. A higher value

causes users to receive desktop pop-up alerts later. The minimum value is 30 seconds. The maximum value is 15 minutes. The recommended value is 2 minutes.

5. Select a value from the **Reconnect Interval** list.

The Reconnect Interval specifies the interval the desktop app waits before attempting to contact the server again when the connection is lost. The minimum value is 1. The maximum value is 10. The recommended value is 2.

6. Select a value from the **Recovery Interval** list.

The Recovery Interval specifies the number of check update intervals the desktop app waits before attempting to contact the server again when the server responds to a Sign On (SO) or CU with an error. The minimum value is 1. The maximum value is 10. The recommended value is 2.

7. Enter a value in the **Start-up Delay** field.

The Start-up Delay setting is a fractional value between 0 and 1 inclusive that is used to determine the amount of delay before the desktop app first attempts to sign on. A value of 0 specifies no delay and a value of 1 specifies to wait one full check update interval. A value of .5 specifies a delay of 50% of the check update interval.

8. Enter a value in the **Communication Session Expires After** field.

This option determines when the desktop app session is reset on the server. The default value is 86400 seconds (24 hours). When the desktop app session expires, the desktop app performs a sign on at the next CU.

9. Enter a value in the **Override Default Communication Session Expiration Time After** field.

This setting cleans up system sessions that were created by the SYSTEM user. Sessions that are created by the SYSTEM user when desktop apps are deployed with the installation script and RUNAFTERINSTALL is set to "Y". Sessions can be created by the SYSTEM user when the installation script is used to update machines after the desktop app is installed.

This option also enables desktop apps to perform a sign on in environments where users do not turn off their computer. This option provides a way to configure desktop apps to redirect during SO.


10. Click **Save**.

For more information, see the *BlackBerry AtHoc Desktop App Installation and Configuration Guide*.

## Configure failover settings

**Note:** Do not modify the following settings without first consulting BlackBerry AtHoc customer support.

Most settings in the Desktop App settings page are established during the initial installation and configuration with the assistance of BlackBerry AtHoc customer support. The settings in the Failover section of the Desktop App settings page are used to enable the primary BlackBerry AtHoc server to fail over to a secondary server when the primary server becomes unresponsive and CUs fail.


1. In the navigation bar, click .
2. In the **Devices** section, click **Desktop App**.
3. On the **Desktop App** window, scroll down to the **Failover** section.
4. Enter the URL for the failover server.
5. Select a value from the **Reconnect attempts before Failover** list.

This setting specifies the number of attempts that the Desktop app makes to contact the primary server before switching to the failover server.

6. Click **Save**.

For more information, see the *BlackBerry AtHoc Desktop App Installation and Configuration Guide*.

## Set the type of desktop software authentication

1. In the navigation bar, click .
2. In the **Users** section, click **User Authentication**.
3. On the **User Authentication** window, in the **Assign Authentication Methods to Applications** section, select one of the following authentication methods from the **Desktop App > Authentication Method** list:
  - **LDAP Attribute:** This option enables the desktop app to authenticate with an Active Directory attribute that you provide in the **Attribute** field. The desktop app queries this attribute directly from the signed-in user's directory profile and sends it to the server. This option allows the desktop app to operate while sending less user information to the server. When this option is selected, the desktop app does not send Windows user names or domain names in sign on or check update query strings.
  - This option requires desktop app version 6.2.x.271 or later.
  - **Smart Card:** This option enables smart card authentication. Select the number of client certificates to collect. The recommended value is 3.
    - From the **Number of Certificates** list, select the number of client certificates to collect. The recommended value is 3.
    - Optionally, in the **Regular Expression** field, enter a regular expression in the following format: `UID=(?<d{8,10}>)`. Contact BlackBerry AtHoc customer support to configure this field.
    - Optionally, in the **Client Regular Expression** field, enter a client regular expression in the following format: `. *?(^)(?: (?!\s-[A|E|S]). )*`. This format extracts information from the client certificate subject name to find the identical certificates for authentication. The regular expression provided in the UI is a sample expression that may not be suitable for your environment. You can build your own regular expression or contact BlackBerry AtHoc customer support to configure this field.
  - **Username and Password:** This option requires users to sign on to the desktop app using their BlackBerry AtHoc username and password.
  - **Windows Authentication:** This option configures the desktop app to use only the Windows username and password or to use both the Windows username and the domain.
4. Optionally, if LDAP Attribute, Smart Card, or Windows Authentication is selected, you can select the **Create new user if an account is not found** check box to configure the desktop app to create a user at sign on if the user does not already exist.
5. Click **Save**.

# 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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