



BlackBerry AtHoc

Notification Delivery Service and SMS Release Notes

2.9.23

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Introduction

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

New in release 2.9.23

The following sections describe new features in provided in NDS and the SMS plug-in, version 2.9.23.

NDS

- **NDS platform configuration change:** The number of execution threads is now part of the NDS configuration. The following change must be made to your NDS configuration:

1. In the NDS console, go to **Management > Configuration**.
2. For "nds.platform" select **Default**.
3. Add the following parameter to the configuration:

```
<platform><delivery /></platform> perfAdjusterMaxDeliveryLoopThreadNumber="1"
```

- **New routing keyword:** The following new keyword was added to the NDS plug-in configuration:

```
<keywordConfig routingKeyword="athoc">
```

Note: This keyword is for internal BlackBerry AtHoc use only.

- **New SMS opt-in attribute:** The following new attribute was added:

```
<smsOptInConfig subscribeUrl="https://[url]/OptInApiEndpoint/serviceoptin/v1/alerts/subscribe" unsubscribeUrl="https://[url]/OptInApiEndpoint/serviceoptin/v1/alerts/unsubscribe" />
```

- **.nds.plugins.sms.accountConfig update:** The .nds.plugins.sms.accountConfig was updated with the following attribute for an SMS opt-in certificate added in the NDS console:

```
<optInClientCertName></optInClientCertName>
```

SMS

- **SMS opt-in:** End users can register and subscribe to the BlackBerry AtHoc alerting system by texting a keyword to an AtHoc SMS short code. Users who have registered using SMS opt-in have a profile created in the BlackBerry AtHoc management system with a username and SMS device address and can be targeted in alerts. For information about configuring SMS opt-in, contact BlackBerry AtHoc customer support.

New in release 2.9.13

The following sections describe new features in provided in NDS and the SMS plug-in, version 2.9.13.

NDS

None.

SMS

- The link response is available and if required can be enabled at the account level. The Link Response feature is for the countries, where two-way messaging is an issue. Users can use `<responseMode>link</responseMode>` at the account level to enable Link Response for that account.
- The following configuration keys are added:
 - `disableConcatSm="true"` Disable concatenation at country level.
 - `canReply` Link Response and Reply.
- To configure the source address of a country correctly, specify its type in the Type of Number (TON) field. For example, 3 for short code, 1 for international, 5 for alphanumeric. If no value is specified, the source address is based on internal programming logic.

Resolved issues - NDS

The following issues were listed in past release notes as known issues and have now been resolved.

2.9.13

- This version contains no resolved issues.

Resolved issues - SMS

2.9.23

- This version contains no resolved issues.

2.9.13

Jira ID	Problem	Workaround
NDS-2685	When a multi part unencoded message is sent, the message displays junk characters instead of unicode characters on handsets.	—

Known Issues - NDS

The following list describes issues that are known at the time of the current release. As issues are resolved, they will be added to the Resolved issues section of these release notes.

2.9.13

- This version contains no known issues.

2.9.7

- This version contains no known issues.

2.9.6

- This version contains no known issues.

2.9.5

- This version contains no known issues.

2.9.3

- This version contains no known issues.

2.9.2

- This version contains no known issues.

2.9.1

- This version contains no known issues.

2.9.0

Jira ID	Problem	Workaround
NDS-902	If AtHoc Management System sends NDS a payload with duplicate recipient, NDS fails to process the entire batch. The failure occurs because NDS assumes that each recipient is unique in the payload.	Ensure there are no duplicate user names in alert targeting that includes an NDS plug-in.
NDS-499	LogHistoryDataPurge job uses excessive CPU.	—
NDS-430	NDS Console Configuration: <code><nds.platform.deliverylog></code> parameter is not encrypted for the ngad password.	—

Jira ID	Problem	Workaround
NDS-621	The installation batch file does not support special characters for NGAD user and special characters for SA password.	—

Known Issues - SMS

This section lists known issues in SMS releases.

2.9.23

- This version contains no known issues.

2.9.13

Jira ID	Problem	Workaround
NDS-2738	Response link in an alert message is divided into multiple pages.	—

2.9.7

- This version contains no known issues.

2.9.6

- This version contains no known issues.

2.9.5

- This version contains no known issues.

2.9.1

- This version contains no known issues.

2.9.0

Jira ID	Problem	Workaround
NDS-1305	Event Log: Wrong message when SMS engine is stopped. Currently says “n mail to be sent”. Should be “n messages to be sent”.	—

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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