



BlackBerry AtHoc Desktop App

Release Notes

6.2.x.278

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BlackBerry AtHoc Desktop App for Windows

What's new in this release?

Each release consists of new and enhanced features and resolved and known issues in the AtHoc Desktop App of the BlackBerry AtHoc Networked Crisis Communication system. The following sections provide an overview of these changes for each release.

Note: Versions prior to 6.2.x.25 do not support 64-bit installs.


Version 6.2.x.278

Desktop software settings support the configured number of retries before attempting failover

The desktop app fails over from the primary BlackBerry AtHoc server to the secondary server only after attempting to connect to the primary server the number of times configured in the "Reconnect Attempts Before Failover" section in the Desktop App settings.

For more information, see the "Failover" section in the *BlackBerry AtHoc Desktop App Installation and Administration Guide*.

Disabled account icon

A new icon () was created to indicate that an account is disabled. Previously, the same icon was displayed when an account was disabled or if the client was not connected.

Certificate format prevents sign on

An issue where desktop authentication cannot be performed due to a nonstandard format in an organization's CAC certificate was resolved. If your desktop client does not authenticate due to a nonstandard CAC certificate format, contact BlackBerry AtHoc customer support and request that a provider-level regular expression be configured for your system.

Version 6.2.x.277

Map image in alerts

If an alert template includes a map, an image of the map is included in desktop alerts. All out of the box desktop delivery templates include a map. The map is included in the delivered alert if the following conditions are met:

- Your BlackBerry AtHoc system has this feature enabled for the given organization..
- Desktop or email is targeted.
- An out of the box delivery template or a new custom delivery template is used.
- The map is present in the alert.

The map that is included in an email or desktop alert is not interactive. The alert recipient cannot zoom in or out on the map. Clicking on the map image opens the alert recipient's Self Service Inbox. Any map objects defined in the publisher map are included in the map image in a zoom-to-fit fashion.

Alerts sent through the BlackBerry AtHoc management system, the SDK publisher, Integrated Weather Alerts, and Connect can include a map image.

Version 6.2.x.276

Version 6.2.x.276 of the Desktop App contains no new features.

Version 6.2.x.275

Version 6.2.x.275 of the Desktop App contains no new features.

Version 6.2.x.274

Version 6.2.x.274 of the Desktop App contains the following new features:

- Changed the Desktop App logo to the new BlackBerry AtHoc rebranded logo
- 508 Compliance Improvements:
 - Changed the title of the dialog box to "AtHoc Desktop - [Organization NAME]".
 - Changed the tab order on the System Information page.

Version 6.2.x.273

Version 6.2.x.273 of the Desktop App contains the following new features:

- Support for localized versions of AtHoc. The nine supported languages and locales are English (US), English (UK), Spanish (Spain), Spanish (Mexico), French (France), French (Canada), Dutch (Netherlands), German (Germany), and Italian (Italy).
- AtHoc is now installable on non-English versions of Microsoft Windows.

Version 6.2.x.272

Released on April 29, 2016, version 6.2.x.272 of the AtHoc Desktop Notifier contains no new features.

Version 6.2.x.271

Version 6.2.x.271 of the Desktop App contains the following new features:

- Fail Over Support—Desktop messages are routed to a backup gateway when the NDMS gateway is not online.
- Minimum Requirements:
 - Windows XP and later
 - 512 MB RAM
 - 50 MB Disk space
 - Single core CPU

Version 6.2.x.270

Version 6.2.x.270 of the Desktop App contains the following new features:

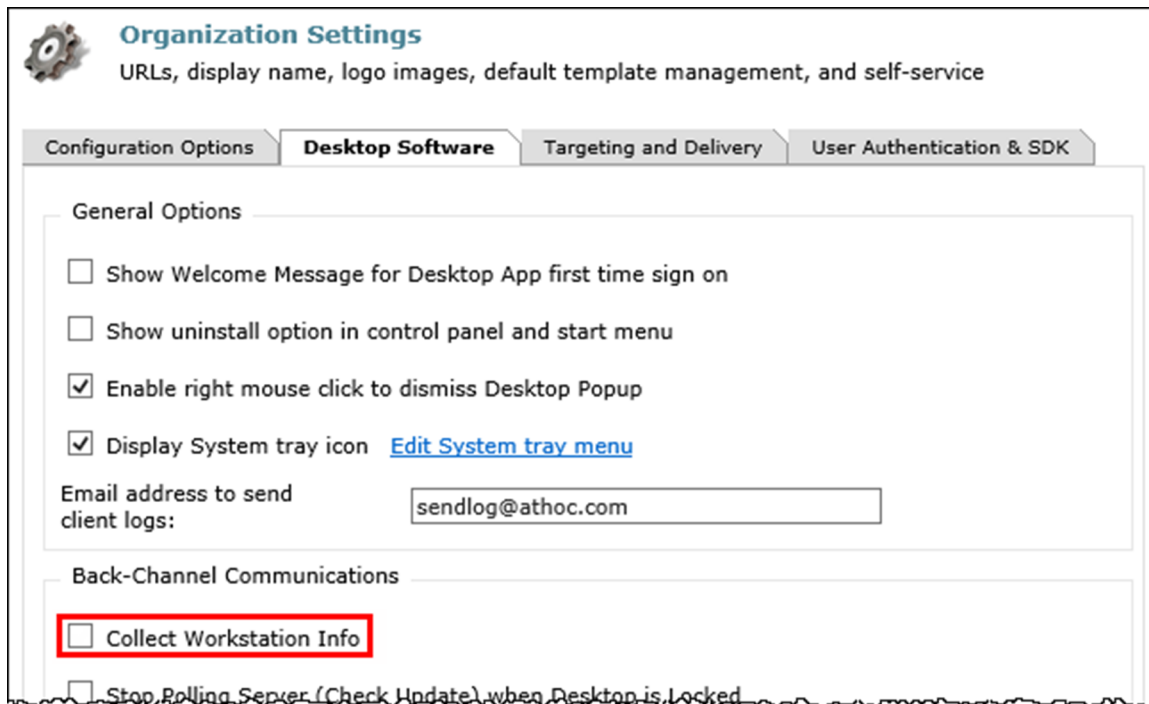
Option to opt out of sending Internet Protocol (IP) address to server

In previous releases, the client always sent the client Internet Protocol (IP) address on the local network to AtHoc during the Sign-On call to support the IP targeting feature. In some cases, though, customers do not want their client IP addresses sent to the AtHoc server.

To enable customers to opt out of sending the client IP, the AtHoc server can pass down the following new flag at the UpdateBaseUrl call to the client, so the client will not pass the IP during sign on:

<collectWorkstationInfo>N</collectWorkstationInfo> CAUTION: This will disable the IP targeting feature on the server side. Customers can opt out from within AtHoc by completing the following steps:

1. Navigate to the Settings screen in the BlackBerry AtHoc management system.
2. In the Basic section, click the **Organization Settings** link.
3. On the Organization Settings screen, click the **Desktop Software** tab.
4. Deselect the **Collect Workstation Info** check box.



Organization Settings
URLs, display name, logo images, default template management, and self-service

Configuration Options | **Desktop Software** | Targeting and Delivery | User Authentication & SDK

General Options

- ☐ Show Welcome Message for Desktop App first time sign on
- ☐ Show uninstall option in control panel and start menu
- ☒ Enable right mouse click to dismiss Desktop Popup
- ☒ Display System tray icon [Edit System tray menu](#)

Email address to send client logs:

Back-Channel Communications

- ☐ **Collect Workstation Info**
- ☐ Stop Polling Server (Check Update) when Desktop is Locked

Removal of the "Send Log File" option from the Start menu

Under the Start menu item in AtHoc Notification, the second option, "Send Log File," has been removed.

Support for sign-on with an LDAP attribute

In previous releases, customers could opt to have the desktop client automatically connect to AtHoc via any of the following four methods:

- Common Access Card (CAC)
- Windows username
- Windows username and domain
- Windows username, domain, and a mapping API

To resolve some customers' concerns over having the Windows username and domain name being sent outside of the domain and into AtHoc's hosted environment, Administrators can now set the desktop client to authenticate to AtHoc's hosted environment with an Active Directory attribute from LDAP so that no sensitive information gets sent to the AtHoc servers. To accomplish this, Administrators must complete the following steps:

1. Navigate to the Settings screen in the BlackBerry AtHoc management system.
2. In the Basic section, click the **Organization Settings** link.
3. On the Organization Settings screen, click the **User Authentication & SDK** tab.
4. In the Desktop Software Authentication field, select the Auto Login radio button, and then select the Use LDAP attribute radio button.

Organization Settings
URLs, display name, logo images, default template management, and self-service

Configuration Options Desktop Software Targeting and Delivery **User Authentication & SDK**

⚠ Do not change these options without consulting the Online Help or AtHoc Customer Support

Desktop Software Authentication

☒ Auto Login

☐ Use Common Access Card (CAC)
Number of Client Certificates to be collected during Sign On:
Please make sure the number of Client Certificates collection during Sign On is set to 3

☐ Use Windows Username

☐ Use Windows Username and Domain

☐ Use Windows Username, Domain and a mapping API

☒ Use LDAP attribute
Users are only created with LDAP authentication with Version 6.2.0, Patch .270

☐ Manual Login using AtHoc's internal login process

Self-Service Authentication

5. In the text-entry field below the Use LDAP attribute option, enter the Active Directory attribute you want clients to use for authentication. For example, mail.

6. Click **Save**.

When the client starts, it receives directions from the server about the LDAP attribute to use. The client then queries Active Directory for the value of that attribute for the local user. In order for the client to query Active Directory, users must have at least read-only permission to their Active Directory. The client then sends the value of the designated attribute to the server. The server then searches for a user by matching the value of the designated attribute against the Mapping ID field. If a match is made, the client is connected to the user record in the system and the user can then receive the alerts that are targeted to them.

Notes

- If the LDAP attribute values have not been synchronized into the mappingID field, or if the value is not matched to an existing user in AtHoc, a new user is created.
- If the client cannot query Active Directory, it waits until it can. The client also caches the designated attribute and uses the cached version if the lookup fails.

Terminology changes

The following terminology changes have been made in Windows Version 6.2.x.270.

Legacy Terminology	6.2.x.270 Terminology
AtHoc IWSAlerts	AtHoc Networked Crisis Communication
IWS	AtHoc server
Desktop Notifier (desktop version)	Desktop App
Desktop Notifier (mobile version)	Mobile App

Resolved issues

This section describes resolved issues in each release.

Version 6.2.x.278

This version contains no resolved issues.

Version 6.2.x.277

This version contains no resolved issues.

Version 6.2.x.276

This version contains the following resolved issue:

- The log file was not being written to the standard log location and could not be opened from the About dialog.

Version 6.2.x.275

This version contains the following resolved issues:

- Fixed an issue where clients no longer use the connection values in the user registry key for sign on. They always use the values in the local machine key. The client should use the values from the user key. This impacts redirection (the redirection values do not "stick"), and may impact server performance.
- Fixed an issue on Windows 10 machines where clients run after installation regardless of the RUNAFTERINSTALL setting.
- Fixed an issue where the desktop client MSI does not set security on the ProgramData\AtHoc[edition] folder.

Version 6.2.x.274

This version contains the following resolved issue:

- Fixed an issue where, after installing the 273 client, Internet Explorer prompted to enable the "AtHocCorp Desktop Software" add-on. If the user accepted the prompt to enable the add-on, a button [x] appeared in Internet Explorer.

Version 6.2.x.273

This version contains the following resolved issues:

- Addressed a flaw where angle brackets were being sent in URLs. This caused issues with certain proxies. The brackets are now encoded.

Version 6.2.x.272

This version contains the following resolved issues:

- Fixed manual authorization issue in which a new user ID was created when the network/ server went down. When affected users accessed Self Service, the Registration screen was displayed instead of the login screen.
- Rewrote the third party class, Protected Data, for use with Windows Desktop.

- Fixed timeout issues that triggered the sign-in flow.

Version 6.2.x.271

This version contains no resolved issues.

Version 6.2.x.270

This version contains no resolved issues.

Known issues

This section describes known issues in each release.

Version 6.2.x.278

This version contains no known issues.

Version 6.2.x.277

This version contains no known issues.

Version 6.2.x.276

This version contains no known issues.

Version 6.2.x.275

This version contains no known issues.

Version 6.2.x.274

This version contains no known issues.

Version 6.2.x.273

This version contains no known issues.

Version 6.2.x.272

This version contains the following known issue:

- The About screen has an incorrect patch number (says "271" instead of "272").

BlackBerry AtHoc Desktop App for Mac

What's new in this release?

Each release consists of new and enhanced features and resolved and known issues in the BlackBerry AtHoc Desktop App of the BlackBerry AtHoc Networked Crisis Communication system. The following sections provide an overview of these changes for each release.

Version 1.7.0

Map image in alerts

If an alert template includes a map, an image of the map is included in desktop alerts. All out of the box desktop delivery templates include a map. The map is included in the delivered alert if the following conditions are met:

- Your BlackBerry AtHoc system has this feature enabled for the given organization..
- Desktop or email is targeted.
- An out of the box delivery template or a new custom delivery template is used.
- The map is present in the alert.

The map that is included in an email or desktop alert is not interactive. The alert recipient cannot zoom in or out on the map. Clicking on the map image opens the alert recipient's Self Service Inbox. Any map objects defined in the publisher map are included in the map image in a zoom-to-fit fashion.

Alerts sent through the BlackBerry AtHoc management system, the SDK publisher, Integrated Weather Alerts, and Connect can include a map image.

Support for PSS cloud server version 2.9.12

The latest desktop client is required if you are connecting to a regionalized PSS system.

Version 1.6.0

Remove or retain previous settings

In Mac Version 1.5.0, when customers migrated to a different organization or server the Mac client did not accept the new settings packaged with the installer. In Mac Version 1.6.0, a configuration option was added when creating the Mac clients to clear out or retain all old settings. If a customer is pointing the Mac client to a new environment, they should choose the option to clear all old settings.

BlackBerry AtHoc rebranding and logos

In Mac Version 1.6.0, the Desktop App logo was updated to a new BlackBerry AtHoc logo. User interface strings were also updated from "IWSAlerts" to "BlackBerry AtHoc" or "AtHoc."

Version 1.5.0

Support for sign-on with an LDAP attribute

In previous MacOS releases, customers could choose to have the desktop client automatically connect to AtHoc by username. In Windows release 6.2.x.270, support for sign-on with an LDAP attribute was introduced. Mac version 1.5.0 introduces single sign-on with an LDAP attribute parity with Windows.

Prerequisite

MacOS must be connected to a domain, and the user must sign in with a network account before sign-on with an LDAP attribute can be used.

To use the single sign-on feature, Administrators must complete the following steps:

1. Navigate to the Settings screen in the BlackBerry AtHoc management system.
2. In the Basic section, click the **Organization Settings** link.

3. On the Organization Settings screen, click the **User Authentication & SDK** tab.
4. In the Desktop Software Authentication field, select the Auto Login radio button, and then select the Use LDAP attribute radio button.

Organization Settings
URLs, display name, logo images, default template management, and self-service

Configuration Options Desktop Software Targeting and Delivery **User Authentication & SDK**

⚠ Do not change these options without consulting the Online Help or AtHoc Customer Support

Desktop Software Authentication

☒ **Auto Login**

☐ Use Common Access Card (CAC)
Number of Client Certificates to be collected during Sign On:
Please make sure the number of Client Certificates collection during Sign On is set to 3

☐ Use Windows Username

☐ Use Windows Username and Domain

☐ Use Windows Username, Domain and a mapping API

☒ **Use LDAP attribute**
Users are only created with LDAP authentication with Version 6.2.0, Patch .270

☐ Manual Login using AtHoc's internal login process

Self Service Authentication

5. In the text-entry field below the Use LDAP attribute option, enter the Active Directory attribute you want clients to use for authentication. For example, mail.
6. Click **Save**.

When the client starts, it receives directions from the server about the LDAP attribute to use. The client then queries Active Directory for the value of that attribute for the local user. In order for the client to query Active Directory, users must have at least read-only permission to their Active Directory. The client then sends the value of the designated attribute to the server. The server then searches for a user by matching the value of the designated attribute against the Mapping ID field. If a match is made, the client is connected to the user record in the system and the user can then receive the alerts that are targeted to them.

Notes

- If the LDAP attribute values have not been synchronized into the mappingID field, or if the value is not matched to an existing user in AtHoc, a new user is created.
- If the client cannot query Active Directory, it waits until it can. The client also caches the designated attribute and uses the cached version if the lookup fails.

Support for sign-on with domain/username

Before the Mac 1.5.0 release, the Mac client did not recognize if it was connected to a domain. The Mac client would create user accounts with no domain name. For example, /username. This caused issues in customer environments with both Windows and Mac clients. The server could incorrectly create multiple user accounts in AtHoc for the same user, if that user logged in from both a Mac and a Windows client. Additionally, the server could not differentiate between two users with the same username used in two different domains.

Prerequisite

MacOS must be connected to a domain, and the user must sign in with a network account before sign-on with domain/username can be used.

Version 1.4.0

Mac Client 1.4.0 is compatible with IWS 87CP1 and above.

- Support for localized versions of AtHoc. The nine supported languages and locales are English (US), English (UK), Spanish (Spain), Spanish (Mexico), French (France), French (Canada), Dutch (Netherlands), German (Germany), and Italian (Italy).
- AtHoc is now installable on non-English versions of Mac
- Support for macOS Sierra version 10.12 and OS X 10.11 El Capitan
- Support for Dark Mode. AtHoc icons change when the user is in Dark Mode
- Support for operation by way of a proxy server
- Support for OS X 10.9 Mavericks was removed.

Version 1.3.0

Mac Client 1.3.0 is compatible with IWS 6.1.8.85R3SP1 and above.

- Support for OS X 10.8 Mountain Lion and OS X 10.9 Mavericks
- Support for Client Manual Registration through organization code
- Support for smooth client upgrade
- A welcome message to the new user upon new client registration
- Bug fixes

Version 1.2.0

- Support for CAC

Version 1.1.0

- Support for Mac OS X 10.6 Snow Leopard and Mac OS X 10.7 Lion
- Full-screen pop-up
- End of support for Mac OS X 10.5 Leopard and Mac OS X 10.4 Tiger

Version 1.0

- Support for Mac OS X 10.4.11+ Tiger
- Support for Mac OS X 10.5.5+ Leopard
- Support for Intel or PowerPC processors

Resolved issues

This section describes issues resolved in each release.

Version 1.7.0

This version contains the following resolved issues:

- Mac client is disconnected when the BlackBerry AtHoc IIS is restarted.
- Incorrect numbers are seen in the System information for the next check update time.
- The Mac client cannot be installed on El Capitan OS.

Version 1.6.0

This version contains no resolved issues.

Version 1.5.0

This version contains the following resolved issues:

- Mac client: Desktop client is not connected back to primary server from fail over server once the primary server is up.
- BlackBerry AtHoc creates a new user even after sending the correct domain and username.

Version 1.4.0

This version contains the following resolved issue:

- The About screen takes 4 to 5 seconds to load.

Version 1.3.0

This version contains no resolved issues.

Version 1.2.0

This version contains no resolved issues.

Version 1.1.0

This version contains the following resolved issues:

- Fail over does not work when a fail over URL is set on the server and not on the client.
- Incomplete base URL does not try alternative base URLs and fails to connect.
- Full-screen pop-up does not re-size to fit the screen when the dock is repositioned from left to bottom or from right to bottom.
- Switching from one user to another user reduces the full-screen pop-up size.
- When a full-screen pop-up is received while another application is in full-screen, the pop-up does not cover the entire screen and also allows other apps to launch on top.
- Alert is moved away when any app goes into full-screen on Mac OS X 10.7 Lion.
- Open log launches two terminal windows.

Known Issues

This section describes known issues in each release.

Version 1.7.0

This version contains the following known issue:

- Mac: Desktop Notifier Icon is not disabled for disabled user.

Version 1.6.0

This version contains no known issues.

Version 1.5.0

This version contains no known issues.

Version 1.4.0

This version contains the following known issue:

- A Self Service access validation error can occur. Reinstall the ADC plug-in to resolve this error.

Version 1.3.0

This version contains no known issues.

Version 1.2.0

This version contains no known issues.

Version 1.1.0

This version contains the following known issues:

- Two identical clients can be launched if one client is launched manually and the other client is launched automatically.
- In Self Service, unable to go back to the inbox from an open alert.
- After a system restart, it takes almost one minute to launch the Mac client icon.

Version 1.0.0

This version contains no known issues.

BlackBerry AtHoc customer portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Portal:

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

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

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