



BlackBerry AtHoc Desktop App

Release Notes

6.2.x.280 (Windows), 1.9 (Mac)

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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 BlackBerry AtHoc Desktop App. 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 installations.

Version 6.2.x.280

- **Client certificate handling:** The desktop app was updated to ignore any trailing characters in a certificate format by using a client regular expression. The client regular expression can be configured in the BlackBerry AtHoc management system. For more information, see "Assign authentication methods to applications" in the *BlackBerry AtHoc Desktop App Installation and Configuration Guide*.
- **Session limit:** The session limit per user has been restricted to ten sessions. If a user reaches the maximum number of allowed sessions, the following error is displayed: The max limit of sessions has been reached. Release other desktop sessions to create new one.

Version 6.2.x.279


This release provides a fix for the following issue:

- The desktop client writes the authentication proxy settings password in plain text on the log.

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

- **Rebranded logo:** The Desktop App logo was updated 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

- **Support for localized versions of BlackBerry AtHoc:** Support was added for the following nine languages and locales: English (US), English (UK), Spanish (Spain), Spanish (Mexico), French (France), French (Canada), Dutch (Netherlands), German (Germany), and Italian (Italy).
- **Support for non-English versions of Windows:** BlackBerry AtHoc can now be installed 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

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

Version 6.2.x.270

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.

For BlackBerry AtHoc Release 7.5 and later releases:

1. Navigate to the **Settings** screen in the BlackBerry AtHoc management system.
2. In the **Devices** section, click **Desktop App**.
3. On the **Desktop App** window, in the **Basic Options** section, deselect the **Collect workstation information** check box.
4. Click **Save**.

For BlackBerry AtHoc Release 7.4 or earlier releases:

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. In the **Back-Channel Communications** section, deselect the **Collect Workstation Info** check box.
5. Click **Save**.

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:

For BlackBerry AtHoc Release 7.5 or later release:

1. Navigate to the **Settings** screen in the BlackBerry AtHoc management system.
2. In the **Users** section, click **User authentication**.
3. On the **User Authentication** window, in the **Enabled Authentication Methods** section, select the **LDAP Attribute** check box.
4. Click **Save**.

For BlackBerry AtHoc Release 7.4 or earlier release:

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

Version 6.2.x.280

- The desktop client system tray icon does not update correctly and displays a "connecting" icon even when the desktop app is connected.

Version 6.2.x.279

- The desktop client writes the authentication proxy settings password in plain text on the log.

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

- 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

- 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

- 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

- 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

- 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

Version 6.2.x.280

This version contains no known issues.

Version 6.2.x.279

- The desktop client system tray icon does not update correctly and displays a "connecting" icon even when the desktop app is connected.

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

- 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. The following sections provide an overview of these changes for each release.

Version 1.9.0

- **Installation warning workaround on macOS Catalina:** When attempting to install the Mac client installer package while running macOS Catalina, a dialog with the following error appears: "AtHoc ADC Installer_signed.pkg can't be opened because Apple cannot check it for malicious software." To work around this issue and continue with the installation, right-click the installer package and select **Open with > Installer.app (default)**.
- **Client certificate handling:** The desktop app was updated to ignore any trailing characters in a certificate format by using a client regular expression. The client regular expression can be configured in the BlackBerry AtHoc management system. For more information, see "Assign authentication methods to applications" in the *BlackBerry AtHoc Desktop App Installation and Configuration Guide*.
- **Session limit:** The session limit per user has been restricted to ten sessions. If a user reaches the maximum number of allowed sessions, the following error is displayed: The max limit of sessions has been reached. Release other desktop sessions to create new one.

Version 1.8.0

- **MacOS Mojave:** Support for MacOS Mojave was added.

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.

For BlackBerry AtHoc Release 7.5 or later release:

1. Navigate to the **Settings** screen in the BlackBerry AtHoc management system.
2. In the **Users** section, click **User authentication**.
3. On the **User Authentication** window, in the **Enabled Authentication Methods** section, select the **LDAP Attribute** check box.
4. Click **Save**.

For BlackBerry AtHoc Release 7.4 or earlier release:

1. Navigate to the **Settings** screen in the BlackBerry AtHoc management system.
2. In the **Basic** section, click **Organization Settings**.
3. On the **Organization Settings** screen, click the **User Authentication & SDK** tab.
4. In the **Desktop Software Authentication** field, select **Auto Login**, and then select **Use LDAP attribute**.
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 BlackBerry 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 BlackBerry 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).
- BlackBerry AtHoc can now be installed on non-English versions of Mac.
- Support for macOS Sierra version 10.12 and OS X 10.11 El Capitan.
- **Support for Dark Mode:** BlackBerry 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

Version 1.9.0

- CheckUpdate (CU) does not honor the recovery interval.
- Mail Log button does not work.
- Export System Information button does not work.
- The Mac client crashes when the Register menu is clicked.

Version 1.8.0

- Mac client fails to connect using LDAP authentication when using Centrify.

Version 1.7.0

- 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

- 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

- 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

- 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

Version 1.9.0

- When the Mail Log button is clicked, a terminal window opens in the background.

Version 1.8.0

This version contains no known issues.

Version 1.7.0

- 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

- 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

- 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 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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