RELEASE NOTES
Linux HipLink 5.5

(Build # 5.5.3.323)

Supported Platform

- CentOS 7 (and above) – 64-bit
- RHEL 7 (and above) – 64-bit

- 32 BIT Operating Systems are NOT supported.

System Requirements

Low-End/Training System:
  - Physical: Intel® Core™ i5 or Core™ i7 processor
  - Virtual: 2-4 core processor (or vCPUs)
  - 2GB to 4GB RAM
  - High-speed HDD
  - Gigabit Ethernet and high-speed Internet

Minimum Production System:
  - Physical: Intel® Xeon® Processor E3 Family
  - Virtual: 4 core processor (or vCPUs)
  - 4GB-8GB RAM
  - Enterprise-grade HDD
  - Gigabit Ethernet and high-speed Internet
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Recommended Production System:
  - Physical: Intel® Xeon® Processor E5 Family
  - Virtual: 8-12 core processor (or vCPUs)
  - 8GB to 16GB RAM
  - Enterprise-grade HDD or SSD
  - 10 Gigabit Ethernet and high-speed Internet

High-Performance Production System:
  - Physical: Intel® Xeon® Processor E7 Family
  - Virtual: 24 core processor (or vCPUs)
  - 24GB to 32GB RAM
  - Two Enterprise-grade HDDs or SSDs - implement RAID-1 mirroring
  - 10 Gigabit Ethernet and high-speed Internet

Deployment

Installation Steps

NOTE: For pre-5.0 installations, this build is upgradable from 4.7 Linux build 4.7.1113 and above only. In case target environment has earlier HipLink versions installed, user must first upgrade to build 4.7.1113 before running this installer.

Pre-Requisite:
- Set the server machine a valid hostname (e.g. linux.hiplink.com)
- Add the entry of machine IP along with machine hostname in the file **/etc/hosts**
(e.g. **10.164.3.184   linux.hiplink.com**)

1. Copy the file of the installer of build **Linux_HipLink_5.5.3.323.tar.gz** to a suitable location (e.g. /usr/linux-build)
2. Navigate to the directory where installer is copied
3. Extract the installer by the command **tar –zxvf Linux_HipLink_5.5.3.323.tar.gz**
4. Run the installer by the command **./installer.sh**
5. Follow on-screen instructions

NOTE: Refer to the "**HipLink 5.0 Linux Installation & Upgrade Guide**" (provided separately) for a detailed and step by step guideline of both fresh installation as well as upgrade procedure.

Important Note:

Linux installations are by default performed on directory path **/usr/local/hiplink**. In case user selects a custom directory path for installation, then user would need to ensure that all the parent directories of the install directory have their owner ship set to the user account provided during installation e.g. if the user selects install path as **/custom/installation/hl_install**, and the user account provided during installation was **daemon**, then all the 3 directories **custom**, **installation** and **hl_install** must have their owner ship assigned to **daemon** user before the installation begins.

Removal Steps

If needed, the installed build can be uninstalled as follows:
- Stop all running services.
- Terminate all user sessions.
- Logout of HipLink.
- Make a copy of the Hiplink directory and save it in a safe location as a backup. This is typically found at **/usr/local/hiplink**
- Run the command to stop HipLink web services -> **service hiplink stop**
- Verify all HipLink services have been stopped through command -> **ps –ef | grep hiplink**
- Remove the following directories / files:
  1. **/etc/init.d/hiplink**
  2. **/usr/local/hiplink**
  3. **/etc/hiplink***
  4. **/usr/lib/hiplink**
  5. **/usr/lib64/hiplink/**
  6. **/etc/ld.so.conf.d/hiplink***

  NOTE: In case the installation is done on user defined directory path, above directory / file paths would need to be modified accordingly.

Compatible Desktop Browsers

- Microsoft Internet Explorer version 11
- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari (On Mac only)

New Features & Enhancements

HIPLINK MOBILE ENHANCEMENTS

- **Enhanced response options in Compose Alert**
  In previous versions of HipLink Mobile, the default response options of Confirm or Reject didn't show in the advanced section of "Compose Alert". In the GUI, this feature is controlled by the value defined in the Global Settings panel for Disable default Confirm and Refuse actions in 2-Way messages. This has been enhanced so that if enabled the default response options will be available in "Compose Alert" on HipLink Mobile as well.

- **Universal App Store Version**
  HipLink is shifting from customer specific Enterprise builds to a Universal Application that can be distributed through Apple App Store as an option for customers. The Universal client app is supported from version 5.5 forward. In addition, the App is able to communicate with different client versions irrespective of platform. If the client discovers that server is not at v5.5 or above, the User won't be able to login.

- **HipLink Mobile Receiver License Enhancement**
  The same user who logs in from different devices i.e. phone, tablet, or desktop, is counted as single device license even though it has multiple activations. The User will not be able to be logged in to multiple devices at the same time for security reasons.

- **Simplified Dropdown in HNP Carrier Settings**
  To simplify and make the options clearer, there are two options available for Push on Logout dropdown, Disabled and Enabled for last Device.

- **Process for designating "Last Device" for notification process**
  When sending a push notification of a pending message for Users who are logged out, the desktop client will not be considered the last device logged in. Instead, the system will default to the last mobile device. This process is active if "Enabled for last Device" is selected for the "Push on Logout" selection in the HNP settings.

- **New Token based Push Notifications**
  HipLink now supports token based Push Notifications instead of certificate based Push Notifications in order to support multiple HipLink Apps in Apple App Store.

- **Organization Access Code support for HipLink Alert App**
  Added support for multiple clients for HipLink Alert App through unique Access Code

INCREASE IN DATA RETENTION FOR STATISTICS DISPLAY
Hiplink will give the option for retention of statistics data for messages and activity for more than 30 days. The User will be able to filter and view the data on the HipLink statistics panel on web console.

FORGOT PASSWORD WORKFLOW ENHANCEMENTS

For better workflow and increased security, the "Reset Password" functionality has been changed from one step to two steps. The system will no longer generate a new password and email it but instead, send a token to the email address on record. This token will expire after 30 minutes and is used to access to a screen that forces a new password.

FACEBOOK API VERSION UPGRADE

Due to the changes at Facebook for increased security and validation, the Facebook Graph API version has been upgraded to 3.1. Versions prior to 3.1 will be deprecated by Facebook in near future.

FILE TRANSFER MANAGER SERVICE REPLACEMENT

FT Manager Service is a legacy File Transfer manager that was active in previous versions. We have replaced this service and it has been removed from 5.5 and onwards. It is replaced by an HTTP based service for increased performance and reliability. This will be transparent to current users, and simply be a better user experience.

SUPPORT FOR PROVIDING SMTP SENDER DOMAIN NAME

HipLink has changed the option for SMTP hostname and supports providing an explicitly defined value for SMTP sender domain name from the previously hard-coded localhost value. This allows support for SMTP servers that require the sending system to provide a known email domain name for white-listing purposes and is helpful in other SMTP servers that trigger DDoS limits for the localhost value.

This can be provided both in the Global Settings email server settings as well as in the individual SMTP carrier profiles. The systems upgrading from older HipLink versions will have this value automatically populated with Global Settings Host name (assuming this value is present) or with the machine name.

SUPPORT IN REST API FOR MODIFICATION OF RECEIVERS & RECEIVER GROUPS

HipLink now supports modification of receiver records as well as receiver group's records through REST API interface as dedicated operations have been added in HipLink REST API module for this support.

ENABLING DEPARTMENT LIMIT FOR ALL DEPARTMENT ENABLED SYSTEMS

Support for limiting members of a department would now be available for all HipLink systems having Departments enabling in their license key

Major Defects Fixed in this Release

- Upgraded NginX webserver to fix a critical security issue identified during security audit
- Fixed an issue with installer which caused HipLink services to become not responding if an upgrade was performed with previous services not manually stopped
- Added support for importing of custom directories during upgrade from 4.7 even when directories name have white spaces

Outstanding Defects in this Release

- No permissions of IPAWS module are present in WebService API Sand Box while adding new user group

- HNP module needs to be reconfigured after upgrade from 4.7

Contacting Customer Support

You can contact HipLink customer support at the following times and with the following methods:

Time	Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Standard Time (PST) Excluding U.S. holidays.
Email	support@hiplink.com
Phone	408-399-6120
Fax	408-395-5404
Customer Support Portal System	http://portal.hiplink.com

We recommend that you review the following documentation to become familiar with the product.
- Installation and Administration Guide
- User Guide
- Programmer's Guide

To open all guides, log on to the HipLink application through GUI. Click on "Help" button on the top right corner. It opens up a pop-up window rendering the HipLink Help Index. Click on required link to open help guide.

Send Us Your Feedback

We always appreciate suggestions from our customers. If you have comments or suggestions about our product or documentation, send an email message to support@hiplink.com

Also visit our website www.hiplink.com for general information.