RELEASE NOTES
Linux HipLink 5.12

(Build # 5.12.3.315)

Supported Platform

- CentOS 7 – 64-bit
- RHEL 7 – 64-bit

- 32 BIT Operating Systems are NOT supported.

System Requirements

Low-End/Training System:
- CPU: 2-4 core processor
- 2GB to 4GB RAM
- High-speed HDD
- Gigabit Ethernet and high-speed Internet

Minimum Production System:
- CPU: 4 core processor
- 8GB-16GB RAM
- Enterprise-grade HDD
- Gigabit Ethernet and high-speed Internet

Recommended Production System:
- CPU: 8-12 core processor
- 8GB to 16GB RAM
- Enterprise-grade HDD or SSD
- 10 Gigabit Ethernet and high-speed Internet

High-Performance Production System:
- CPU: 12-16 core processor
  Could be higher for extremely high usage systems
- 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. 12.3.315.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_5.12.3.315.tar.gz**
4. Run the installer by the command **./installer.sh**
5. Follow on-screen instructions

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. **/etc/systemd/system/hiplink.service**
    3. **/etc/systemd/system/hpd-rabbitmq.service**
    4. **/usr/local/hiplink**
    5. **/etc/hiplink***
    6. **/usr/lib/hiplink**
    7. **/usr/lib64/hiplink/**
    8. **/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

ADVANCED HISTORICAL REPORTS ARCHIVING AND VIEWING

The ability to have the detailed report data archived has been added to the system. A new **Archived Report** panel is shown under the **Reports** Tab. The Archive Report panel contains the historical records of the detailed report data organized by year.

Data is moved from the live reports to the archive report when the maximum number of days for keeping reports is exceeded in the System Attendant. Instead of being deleted entirely, the records are moved from the Detail Report panel and are available in the Archived Report panel. All of the same filters will be available to search the archive that are available in the Detailed Report panel.

In addition to having access to report data forever, archiving the report data more often results in an improvement in performance over all and will make the live reporting more efficient.

HIPTEXT+ SMS DESKTOP CHAT ENHANCEMENTS:

Unsolicited Incoming Messages to Start a New Chat Thread
The HipText+ Desktop Chat interface can receive an unsolicited incoming message from any phone number and show it in SMS Chat Send Panel. This can be from the number assigned by HipLink being published for use or, it can be set up to "text-enable" any landline phone number.

Notification Settings
In the SMS Chat Setting Panel, a Notification feature can be defined by sysAdmin Users that enables notification for unread, incoming chat messages. Thresholds can be set for notification by User Group when pre-defined times are exceeded. This feature not only allows notification of the Users by email but can also be set up to send the alert via HipLink to a defined Receiver or Group.

MMS Support for Incoming Messages
Support to receive and preview pictures and videos sent via MMS from any phone number in SMS Chat Send Panel.

HipLink Receivers are Available in HipText+ Chat Screen
In addition to ad hoc phone numbers, the User can choose from system-defined receivers to start a chat with. Only those receivers defined as SMS will show in the possible receiver list. In setup, the carrier must be set to SMS as the device type.

Pre-defined Responses or Templates for Response
Custom, pre-defined messages can be set up and used for potential repetitive responses in any two-way text conversation. They are available by User Group so each department can define those specific to their needs. A settings panel is available to the sysAdmin Users for configuring the pre-defined responses.

Ability to Add/Edit Conversation Title
Ability to Add/Edit SMS Chat Titles between the selected sender and recipient.

Chat Report Enhancements
Incoming and outgoing SMS chat messages can be seen in better detail on the Detail Report panel. A notation of [SMS Chat Incoming] or [SMS Chat Outgoing] is shown under receiver column to identify the type of incoming or outgoing chat messages.

Scrolling based Pagination in Chat Conversation List
To add efficiency to the panel, support for scrolling-based pagination has been added to the chat conversation list on the left side panel to load the chat conversation list.

Records to Load in One Batch Field
In SMS Chat Setting Panel, the number of records to load in one batch field is available to sysAdmin Users. This value will be applied on chat history and chat thread screens to show only configured number of chat messages/threads in one batch load. The default value will be set as '100'.

GLOBAL SETTINGS AND SECURITY ENHANCEMENTS

New User Password Policy options in the Global Settings Session tab

Multi Factor Authentication, for HipLink GUI Users
- for HipLink GUI login Users, if the "Enable multi factor authentication" option is set to 'YES', then at login, an MFA verification code will be sent to the User's email address. The Admin can define the code length and time before it expires.
- If the "Enable multi factor authentication" option is 'NO', then there will be no MFA verification pop-up.

New User Password Email
- If the "Enable new User password email" option is selected 'YES', then after creating a User, a welcome email along with a system generated password will be sent to the User's email address. They will have to create an email when they login.
- If the "enable new user password email" option is selected 'NO', then after creating a new User, the welcome email will not be generated.

Default Severity Level
Default severity field have been added to Global Setting' Common Tab. Configured severity level will be apply to all send panels and non-GUI interface and a message will be set for the defined severity level.

User Password Migration from MD5 To SHA2
HipLink User passwords are now be stored as SHA2 hash instead of MD5 hash to enhance password security and to meet compliance with different standards.

DATA EXPORT OPTION FOR RECEIVER AND RECIPIENT GROUP PANEL

Users can export the receiver and recipient group data in Excel/CSV format from their respective grid panel. On recipient group panel, user can export the recipient group data along with their added member names in Excel/CSV format.

EMAIL CC AND EMAIL FAIL OVER ENHANCEMENTS

File Attachment Support

When a message is sent with attachments, they will now attach and be delivered in the Email CC and Email Failover functions. This will work for all file types including those that are not supported via SMS or pagers by the carriers. For instance, where a Receiver has been set up with email CC for all messages, a PDF file can be attached to an outgoing SMS message and even though it can't be delivered via text it will be delivered to the email address.

REST INTERFACE ENHANCEMENTS

Query Recipient Group Operation

Query recipient group operation is been added on the REST interface panel. This operation displays the searched recipient group members.

DELETE RECEIVER FROM THE EDIT PAGE

The option to delete a receiver with the record open has been added to the edit receiver detail page

Issues fixed in this Release

- Advance messaging issue has been fixed on Rest Operations and IEUtility.
- Reply type of response action issue has been fixed on primary send panel.
- Upgrade issue has been fixed regarding All Report panel selection
- Fixes has been made on SMS chat send panel regarding system defined receiver.
- Fixes has been made on SMS chat send panel regarding special characters handling.
- Fixes has been made on the receiver panel regarding bulk receiver update functionality.

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.