RELEASE NOTES
Linux HipLink 5.9
(Build # 5.9.3.9)

Supported Platform

- CentOS 7.5 (and above) – 64-bit
- RHEL 7.5 (and above) – 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
- 4GB-8GB 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_5.9.3.9.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_5.9.3.9.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. **/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 & NEW FEATURES
View Group Schedules and On-Call Status
From HipLink Mobile the User has the option to view On-Duty group schedules from the app. The option appears with On-Duty groups on Contacts list screen and on viewing list of all on-duty members will be shown to user. From detail screen user can select a day to see who is on-call on that day.

HIPTEXT 3.0
HipLink has enhanced the HipText service with a series of changes aimed providing additional options for sending messages through the service.

HipText Messenger Enhancement – MMS Support: Support for multimedia messages has been added in to the HipText messenger. User can now send Multimedia attachments to a HipText receiver. Currently the attachment size is up to 524 KB.

Note: Attachment type support in MMS is dependent on the carrier/service provider.

HipText Status Report Enhancement: A new enhancement is added for HipText two-way messages. If delivery status is not received from service provider, message status on HipLink reports will be marked as "COMPLETED: DELIVERY STATUS UNKNOWN" instead of failed.

WEATHERALERT - NEW OPTIONAL MODULE
The WeatherAlert feature has been added as an optional feature in HipLink. The User can define the type of events they want to be alerted about including location, type of weather event such as lightning, tornados, thunderstorms, hail, ice, snow, extreme temperatures, etc. along with severity. HipLink monitors designated weather feeds and when an incident matches the alert parameters, a notification is sent. The Alert can be sent to an individual receiver, a group, or a Web Sign-up Topic automatically.

This GUI for this feature is under development and is currently configured through a back-end configuration file. HipLink will do the configuration based on client's requirements.

QUEUE ENHANCEMENT – DELIVERY TIME RESTRICTIONS IMPLEMENTED
Using this feature an Admin can define a start time and end time for the Messenger to process messages added to the Queue. A Messenger will not process any messages sent before the start time or after the end time. Any messages sent outside the time window will be held in the Queue until the indicated start time. This time-bound processing will be applicable to all of the Messengers to which the selected Queue is assigned. Additional Queues can be added to support messaging at specific times or those with no restrictions.

This feature is especially helpful when sending messages to the general public as opposed to internal employees so that they aren't generated and sent in off hours.

SYSTEM ATTENDANT ENHANCEMENT – NO MESSAGE ACTIVITY TIME

A new option has been added in System Attendant named as "Messaging inactivity time" to send an informational alert if no message is being sent from HipLink for the specified maximum time duration.

WEB SIGN-UP ENHANCEMENT – SHOW RECIPIENTS IN REPORTS

Users can now see the Web Sign-up recipient's Profile name, First Name, Last name and email address under the Receiver column on the Detail Report screen after a call-out. These can be filtered for any field in a search.

HIPLINK NOTIFY ENHANCEMENT – COMPLETE MANAGEMENT OF A WEB SIGN-UP PROFILE

Users can register and Login to Web Signup profiles using HipLink Notify. This new feature will not only allow them to receive web signup alerts on in their app but they can also register and manage their profiles within the app. If an organization has multiple profiles the user can select and manage as many as they need.

FILE ATTACHMENT SUPPORT IN SECURE WEB DISPATCH

Implemented file attachment support in the secure web dispatch messaging. User can now send attachments in the secure web dispatched message and also can download and view the it.

RECEIVER GROUP OWNER NOTIFICATION ENHANCEMENT

Group owner will now receive alerts for changes in receiver group's members. Notification email will be sent to the group owner on both addition and removal of group members.

CARRIER ENHANCEMENT

Two new fields have been added on the Carrier screen "PIN Prefix" and "PIN Suffix". This will add a level of reliability for data entry. For example, if the carrier requires a "1" the system will automatically append it.
- **PIN Prefix:** Any value added in this field will be prefixed at the beginning of the receiver's pin.
- **PIN Suffix:** Any value added in this field will be appended at the end of the receiver's pin.
- The feature intelligently appends or prepends it only when it's not there

Issues fixed in this Release
- Fixed password policy being applied on LDAP users.
- Added Cover-by receiver workflow handling on the server side.

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.