



RELEASE NOTES

HipLink Linux Build 4.7.1113

Supported Platform

- CentOS - 5.5 (32/64 Bit) & RHEL 5.5, 6.0 (64 Bit)

System Requirements

Low-End/Training System:

- Intel® Core™ i5 or Core™ i7 processor
- 2 to 4GB RAM
- High-speed HDD
- Gigabit Ethernet Card
- High-speed Internet connection
- CentOS 5.5 / RHEL 5.5 OS

Minimum Production System:

- Intel® Xeon® processor 3000 series
- 4GB RAM
- High-speed HDD
- Gigabit Ethernet connectivity
- High-speed Internet connectivity
- CentOS 5.5 / RHEL 5.5, 6.0 (64 Bit) OS

Recommended Production System:

- Intel® Xeon® processor 6000 or later series
- 8GB RAM or more
- High-speed Enterprise grade HDD
- Gigabit Ethernet connectivity
- High-speed Internet connectivity
- CentOS 5.5 / RHEL 5.5, 6.0 (64 Bit) OS

High-Performance Production System:

- Intel® Xeon® processor of 8800 series
- 32GB RAM or more (extensible)
- Two High-speed Enterprise grade HDD. Implement RAID Level-1 for mirroring.
- Gigabit Ethernet connectivity
- High-speed Internet connectivity
- CentOS 5.5 / RHEL 5.5, 6.0 (64 Bit) OS

Deployment

Installation Steps

For upgrading from Previous Versions:

- The build can be upgraded on Linux HipLink 4.6.158 OR Linux HipLink 4.7.639 OR Linux HipLink 4.7.823.
- Log into HipLink with admin credentials.
- Stop all running services.
- Terminate all user sessions.
- Logout of HipLink.
- From Linux console, kill all running services of HipLink
- Copy Entire Directory for backup purposes.
- Execute installer `Linux_2.6.18-194.el5_hiplink_4.7.1113.sh`.

For fresh install:

- Execute installer `Linux_2.6.18-194.el5_hiplink_4.7.1113.sh`.

Removal Steps

If needed, the installed build can be uninstalled as follows:

- Stop all running services.
- Terminate all user sessions.
- From Linux console, kill all running services of HipLink.
- Go to HipLink's installed directory.
- Execute `uninstall.sh`.

New Features

This Linux build is equivalent to last released Windows RC15 build and contain all the features up to Windows RC15 build version 4.7.1106.

- **HeartBleed Issue Fix**
 - Fixed OpenSSL security issue known as Heartbleed
- **ArcGIS 10.2 Support**
 - The ability to Support ArcGIS 10.2.
- **12266 Template Enhancements**
 - The ability to define two-way responses and save with the template.
 - Define severity for a template message
 - Be able to assign templates to departments
- **14456 Confidential messaging support to insecure recipients.**
 - When a confidential message is sent to a device that is not capable of receiving it securely, HipLink currently fails that message. This is require to be change for receivers that are set up with email failover, such that, if their email is a secure system (all healthcare are) then that message will go to the receivers' email account for reading. The actual device (insecure receiver) will get an notification (in place of the confidential message) that a confidential message is being send to it, and it is being redirected to the contact's failover email.
- **16252 HNP Enhancements to automate activation and login processes**
 - If a device sends an activation request with a unique "activation key", and there is already activation in server with the same key, then application will be re-activated without any error.
 - If a device sends a login request, and its activation is deleted at the server then automatically send re-activation request will be followed by login.
- **Fixes in VOIP Messenger driver implementation for Allina's Support issue**
- **Removed Service Name form HNP Manager**
 - Updated HNP Manager Configuration template to remove the field of "Service Name". The service name is thus hardcoded to hnp for all HNP applications connecting to HNP manager.
- **Rephrased encrypted text of Confidential Messages on Reports & Queues panels**
 - A confidential message text will be shown as ENCRYPTED TEXT on reports main panel to all users.
 - On reports detail popup & in message files inside queues, a confidential message text visibility would depend on the user permissions i.e. if the user has permissions defined in its user group to view a particular confidential message, it would be shown in plain text, but if he has no permissions then a text You do not have permission to read this message will be shown.
- **14450 Ability to have Contacts Images**
 - The ability to define a Contact Image for a HipLink receiver (of type jpg, jpeg & png).

- The Contact Image can be defined from Add / Edit receiver panel and from Receiver main panel.
- Modify & delete a HipLink receiver contact image from Add / Edit receiver panel and from Receiver main panel.
- Able to crop a HipLink receiver Contact Image as per user requirement.
- The Contact Images defined for HipLink receivers will be synced to HNP Mobile Applications connected to HNP Manager through File Transfer Manager service.
- **19091 Allow HNP receivers to get authenticated from LDAP**
 - In LDAP Settings, HNP Carrier can be assigned to active directory receivers
 - The assigned receivers will then be able to login on any HNP client with their active directory credentials
 - User can also create a new HNP receiver with authentication type as LDAP. In such a case user would not be required to provide HNP password as the password of the HNP receiver will be the same as its active directory password.
- **14529 Timezone not reflected in reports**
 - A sent message Timestamp on Reports panel will reflect the Timezone identified with the the user Timestamp & not the server timerstamp
 - Previously messages sent to all receivers whether they were mapped on Server timezone or some other timezone were displayed according to Server Timezone on the Reports Panel
- **19501 Make message templates available on the HNP apps**
 - Message template profiles created in HipLink will be sent to HNP client.
 - These templates will be sent as per the rights defined in the user group of assigned owner of HNP receiver
 - The templates will help the HNP user to dispatch scenario based messages with simplified forms, having explicit input controls for the message contents
 - These templates will be locally stored on the HNP apps, and similar to response action, they will sync every time when the user visits the message template screen.
- **19984 Change wording on offline alert**
 - A request was implemented to change the text of alert sent for “Message received while offline”. Following will be the new text of this alert :

HipLink
A new HipLink message has been sent to you but you are logged out.
Please login to receive this message.
The alert was generated from
<HipLink server address>
- **Changed WCTP Tracking Number as optional for AQUIS carrier success response.**
- **Support for Windows Server 2012 - IIS 8**
 - A request was implemented to support HipLink to run on Windows Server 2012 (R1 and R2) – 64 Bit platform.
- **Updated OpenSSL version to 1.0.1h**
- **20717 HNP General Policy Enhancements**

- Two new fields have been added:
 1. Added a new permission "Enable Permanent Session". When enabled, it will cause the Login / Logout option to disappear from HNP mobile clients
 2. Added a new setting "Enforce Confidential Messaging". When enforced, the alerts sent from HNP mobile clients would be confidential by default
- **20652 Ability to view attached files with a message from reports panel**
 - On Reports panel, the logged-in user would be able to view all the files attached with a message. They will be viewable in the job history popup which opens by clicking on the job ID of a particular message
- **20457 Update HNP General Policy for new functions and requirements**
 - HNP General Policy revamped to add new functions and remove obsolete functions
 - Following new PUSH PERMISSIONS are added:
 1. Receive Alert
 2. Receive Chat
 3. Send Alert
 4. Send Chat
 5. Access Template
 6. Access Custom Actions
 7. Settings
 - In Push Settings following permission:
Open Message at Start
Will be changed to:
Landing Screen drop down with values *Alerts, Chats, Contacts, Templates, Custom Actions*
- **12651 Defining parameter types in Response Actions**
 - New parameter types in Response Actions defined as:
 1. edit <default>
 2. discrete-valued
 3. discrete-values Multi Selection
 4. number range
 5. date picker
 6. time picker
 7. recipient picker
 8. toggle/switch

- The columns will now be arrange as
 1. Param Name
 2. Is Mandatory
 3. Is System
 4. Type
 5. Default Value
 6. Param Config
- The last column will give configuration detail depends on the type, as
 1. For type 'edit', it will show a text field to input max. length of the value.
 2. For type 'discrete-valued' and 'discrete-valued mutli selection', it will show a text field to input all possible semi-comma separated values.
 3. For type 'number range, it will show a text field to input all number ranges in format (a-b; x-y).
 4. For types 'date picker', 'time picker', and 'recipient picker' there won't be any text field, or it will be disabled.
 5. For type 'toggle', there won't be any text field, or it will be disabled.
- **15156 Chat messages on Device will be provided latest report statuses**
 - Chat messages sent from device will receive the READ RECEIPT from server reports which will be updated on device alongside the respective chat campaign.
- **Modified SMTP Carrier and Driver. Added functionality to show recipients email address in 'to' field of the email**
 - SMTP Carrier Changes
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 - Added two new fields in smtp carrier settings as:
 1. "Hide Recipient Address in a Group Message" Yes | No
 2. "Email address to keep in TO Field" [text field] (if above is Yes)
 - SMTP Driver Changes
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 - 1. If the message contains only Single recipient then simply place it in TO Address
 2. If the message contains multiple recipients then follow the carrier setting:
 - if Hide Recipient Address in a Group Message is 'No'
 - > Just put all recipient in TO
 - if Hide Recipient Address in a Group Message is 'Yes'
 - > Put all recipient in BCC (this is currently happening)
 - > If 'Email address to keep in TO Field' is Set then put it in TO field
- **HNP Messenger Performance Fix.**

- **Performance issue in Remote administration convertor.**
- **Ability to set Notify me flag in Message Template (default off)**
 - By default the checkbox will be marked off.

Outstanding Defects in this Release

- Fax and voice messages are not being sent from send panels (standard / fax / voice) because of queues that are not mounted.
- [REST External API] If user confirms any message through REST external API then wrong response is displayed.
- [HipAdm] If user does not provide value of any parameter then wrong error message is displayed.
- [CLI] If a user queries status of any failed message, the failed reason is not displayed.
- [Users] Status column shows inconsistent behavior with other column on applying sorting.
- Enter key moves only first recipient from Available recipient box to Selected recipient box and vice versa
- 21903 [VOIP] Sound file sent as attachment in a VOIP message from both VOICE & STANDARD send panels are NOT being played
- 21893 [HNP Manager] Server sends Permanent Session permission as 'False' to device on login if user enabled the permission and save from Remote Administration.
- 21824 [Linux][External Rest API] 'Confirm Message' functionality does not work.
- 21819 [GIS Settings] GIS settings do not save if PhoneDB settings is enabled.
- 21817 [Receiver Attribute]: 'New Message' button is not working on Receiver Attribute send Panel.
- 21806 [Global Settings : Receiver Group Audit] Receiver Group Audit does not work if user sets 'Send Alert if Inactive for (days)' more than '1' or 'Send Alert to Admin after (days)' more than '2' days.
- 21803 For Non-Final Response Action, Response CC alert is generated after every retry.
- 21796 [Upgrade]: uninstall.sh removed after build upgrade.
- 21336 HNP Manager randomly fails to Logined 10K receivers. Sometimes stuck at 4K or 6K from 5 different machines.
- 21793 [Linux][HNP Manager][HNP Messenger] HNP manager/messenger consumes 80 to 90 % of memory.
- 21791 [TimeZone]: '0' Offset filter yields all results.
- 21789 [Linux][HNP Manager] HNP Manager service crashes.
- 21777 [Linux][Rotate Group][Escalation Group] Removed receiver got saved instead of removing it from recipient list.
- 21693 [Linux] Queues panel is not accessible.
- 21427 [Template][RDB] Severity Dropdown value does not persist in Templates.
- 21426 [Linux][Templates]: Default Repsonse actions get disappeared when user selects two way send type on Templates panel.
- 21337 Reset button does not work for 'Send Responses to' feature at Escalation and Voice send panel.
- 21334 Message sending failed to valid receivers with error "Failed during sending message, Details: No message file is created for Job ID.xx.
- 20669 [Web Sign-up] Address Parameters fields do not get disappeared, when user uncheck GIS Integration checkbox.
- 20668 [Feedback Panel] Feedback panel does not work when user changes "Response Action" type through any other tab of browser.

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.