



# RELEASE NOTES

## HipLink Linux Build 4.7.639

### Supported Platform

- CentOS - 5.5 (32/64 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

#### Minimum Production System:

- Intel® Xeon® processor 3000 series
- 4GB RAM - High-speed HDD
- Gigabit Ethernet connectivity
- High-speed Internet connectivity

#### 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

#### 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

### Deployment

#### Installation Steps

For upgrading from 4.6:

- The build can be upgraded on Linux HipLink 4.6. Log into HipLink with admin credentials
- Stop all running services
- Terminate all user sessions
- Log off Hiplink.
- Make sure no hiplink.csx or hiplink.gui is running. If so, kill them.
- Copy Entire Directory for backup purposes.
- Execute installer for Linux\_HipLink\_4\_7\_639 as an upgrade.

For fresh install:

- Execute installer for Linux\_HipLink\_4\_7\_639 as a new install.

#### Removal Steps

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

- Stop all running services.
- Terminate all user sessions.
- Execute uninstaller for Linux\_HipLink\_4\_7\_639.

## New Features

This Linux build is equivalent to last released Windows RC8 build and contain all the features up to Windows RC8 build version 4.7.533.

- **Change 2way status query parameters in 2way carriers**
  - This change was implemented to give administrators complete flexibility in defining how long their system will query for a response to a two-way message sent
  - Prior to this release there were two parameters for the two-way querying in each two-way carrier 1) Messenger Query Interval, 2) Messenger Query Retry
  - In this release the “Messenger Query Interval” field has been renamed to "2way response query time interval"
  - The “Messenger Query Retry” has been renamed to "2way response monitoring timeout" and has been split it into two fields:
    - A text field taking a number (input)
    - A drop down menu for unit selection (minutes, hours, days)
    - The user can now specify a number to set a desired time out (such as 5 min, 10 min, 15 min, 1 hour, 2 hour, 2.5 hour, 0.5 day, 1 day, etc.)
    - The field also specifies a minimum timeout interval (5 minutes) as well as a maximum one (7 days)
  - The query retries count will be calculated by dividing the parameter 2 by 1, and the messaging workflow will remain the same as before
  - The messenger now keeps on querying the message status the calculated number of retries until it gets a terminating status
  -
- **Modified filtering criteria for groups for the Last Paged, Last Updated, and Created On fields**
- **Group Audit Enhancement to Provide Inactivity Criteria in Global Settings**
  - The new functionality gives the option to apply filtering criteria not only to date “last paged” but also consider the date “last updated”.
  - A drop-down selection named "Inactivity Criteria" has been added in the Global Settings Receiver Group Audit Settings with the following options:
    - i. Not Paged
    - ii. Not Paged and Not Updated
    - iii. Not Paged or Not Updated
    - iv. Not Updated
  - The alert notifications of group inactivity will be sent with the new filtering criteria
- **Added Filtered / All Export functionality on Web Sign-up Registered Recipients panel**
  - Previously the “Export All” button on Web Sign-up’s Registered Recipients panel would export all the records in the selected profile, irrespective of the filter applied.
  - The new functionality allows exporting the filtered records on the panel as well.
  - These filtered records – just like all records – could be exported in all three formats.
- **Support on Web Sign-up Send panel to select Delivery Types**
  - A filter named ‘Delivery Type’ has been added on Web Sign-up Send panel. It contains three check boxes, Text, Voice, and Email

- Now messages sent to the selected Web Sign-up profile's recipients can also be filtered on the basis of the recipients' carrier / delivery type
- When the User selects a profile and then selects any of the three check boxes, the messages will be sent to only those recipients that match the selected delivery type
- **Support for filtering Registered Recipients in the Web Sign-up Module by characteristics**
  - On Registered Recipients panel, recipient records can also be filtered on the basis of characteristics they have selected
- **Added a Receiver column in HNP Manager -> Activation screen**
  - User column in HNP Manager > Activation tab has been replaced by Receiver column
  - This column displays the activated receiver names
  - If the receiver's first and last names are defined, they will be displayed in the parenthesis following the name, in the order Last Name, First Name
- **Added support in Soap API Send Call - (SendStdMessage)**
  - Due to an increasing demand for the SOAP API more parameters were added that are available in the UI and HipLink Mobile apps.
  - The additional parameters added are:
    - Multiple recipients
    - Confidentiality
    - Advance messaging
    - Message expiry
    - Message severity
    - CC response
    - Two-way messaging
    - Attachments
- **Ability to store full 2-way responses in reports**
  - Previous to this release, response text was saved in the reports database in the message status field. This field was 32 characters wide and responses more than 32 characters were truncated. The two-way response was also saved in this field with prefix *REPLIED:* to show a status.
  - The new implementation saves the response text in a separate field with support for more than a hundred characters.
  - The message status now shows only REPLIED with the response shown in the separate field
  - On the Reports panel, the response will be shown in detail in the Job History pop-up window, as well as in a separate column 'Response' on the main panel.
- **Added feature in GUI to display owners of each receiver group**
  - Previously, there was no way to find out which receiver group is owned by which user without going into each group one by one, and looking to see who owns the group.
  - A new column – Group Owner – has been added on the main receiver group panels in this release. This column displays the group owners' names.
  - Now the user can easily see the owners, without having to edit the receiver groups.

- **Add CC response support in the standard, voice, and custom escalation send panel**
  - The same Response CC functionality previously available in the Two-Way Send panel has been implemented in Standard, Escalation, and Voice Send panels
- **Support for Receiver name Signatures in Response CC message template**
  - In Global Settings, new parameters have been added for Response CC Message Template, ReceiverSignature1 and ReceiverSignature2.
  - These parameters will append the receiver's first name and last name in the message in the following formats:
    - ReceiverSignature1: [FirstName LastName]
    - ReceiverSignature2: [LastName, FirstName]
- **Ability to make permanent the Reports Filter choice**
  - Prior to this release, the Reports panel was launched with the default to show the User's own reports only. This was shown as 'my' selected in Reports View dropdown. The User could then change the view to 'all' to display the reports by all users depending upon their User Group permissions
  - In the new implementation, a dropdown box has been added in Report panel's Personalize section to be able to set the default Reports View and make it permanent.
  - Now if the user selects 'all' from the dropdown in Personalize section and saves the changes, the Reports panel will automatically show the 'all' view when selected.
- **Ability to Define Confidential or Normal Mode by default in the GUI Send Panel**
  - Customers can control the default start-up mode for their Users when they launch various Send panels enabling either Confidential or Normal mode.
  - In the User Group Panel on the "Send" tab there is a new option for "Enable Confidential Mode by Default" with a check box available.
    - If enabled, anytime a User from this group goes to Standard/ Two Way/ Escalation/ Schedule Send panels, the default mode when the screen launches will be "Confidential" and all the insecure devices would be hidden.  
To access other devices, the User can change their mode to "Normal" and see the all their permissioned receivers.
- **In Mobile App the ability to show recipient name in place of user name as sender**
- **In Mobile App the ability to show recipient name in message status query results**
- **Changes to HipLink's Waiting Queue - Queue for failed messages due to recipient unavailability, and need to reattempt later.**
- **Ability to import email addresses from LDAP**
  - This fix is for XS Compatibility mode. The new LDAP users logging into HipLink will have their email addresses fetched from LDAP server.

- **Added a new parameter as 'Failure Reason' for 'Reply' type response action**
  - This will retrieve the error information when issuing an HTTP response action. This information is the "Failure Reason" shown in HipLink Reports for jobs that end up in FAILED status.
- **Added support in Filters for same Pin and Carrier**
  - Now the messages can be throttled if they are being sent to same Pin and Carrier.
- **Added User permissions for [HNP] Enhanced Favorites Updates and Query**
  - Enhanced recipient search:
    - Ability to make search of entered text filter in
    - Ability to return more data of each recipient including
  - Enhanced favorites update / sync
    - Ability to return recipients' data by their IDs
- **User group edit CR: Changed the order of the tabs on User Groups Panel**
  - Now Send tab appears before Departments on User Groups panel
- **Added new utility Group Owner Import-Export Utility (GroupOwnerImpExpUtil.exe)**
- **Support to confirm messages using \* in job ID**
- **Ability to disable receiver groups with extra information in the main receiver groups panel**
- **Changed Voice Recorder ActiveX to on-demand loading and displaying the option to show it in IE only.**
- **HTTP API: HTTP API's Send action has been enhanced to check for the Period sign (Pin.Carrier) if a Recipient name doesn't belong to any Receiver or Group. This allows removing this check from the Gateways. It impacts SNPP Gateway, TAP Gateway, action.exe/CLI.**
- **Added checkbox for GSM 7 Bit encoding in SMPP carrier**
- **Added support for replacing non-printable characters with some specified character in Alarm Notification Gateway Profile**
- **Alarm Gateway: Added support for translating (decoding) any hex-encoded characters in the format \nnX (e.g., \0AX, \03x) to allow non-printable characters.**
  - This is particularly needed in the end-marker field where ETX (\03x) is a commonly used character to mark end of input.
  - This is required in the \nnX format strictly, i.e. \3x is invalid and needs to be written as \03x. However, the trailing 'X' character is case-insensitive and both 'x' and 'X' are acceptable.
- **SNPP Gateway: Added support for using HTTPs based Hiplink action.exe**

- **XMPP is an open-source messaging protocol that is used in various IM services like Google Talk**
  - In HipLink we have embedded an open-source XMPP server that will be used to send messages to the Google Talk/Voice users, and to any other XMPP deployment.
- **Enhanced SMPP Messenger gateway functionality (running response actions for job confirmations, etc)**
  - Receiving response - Added support for using HTTPs based Hiplink action.exe
- **Enhanced GSM Messenger gateway functionality (running response actions for job confirmations, etc)**
  - Receiving response - Added support for using HTTPs based Hiplink action.exe
- **Enhanced SMPP Carrier**
  - Added "Enable Receiving Response Actions" checkbox in GUI
  - Removed bind mode option of "Receiver"
  - Changed the second bind mode option as either "Transmitter" or "Transmitter / Receiver" based on this new checkbox state
- **Enhanced SMPP Messenger**
  - The functionality of receiving response actions has been made optional, based on the "Enable Receiving Response Actions" checkbox in SMPP Carrier GUI.
  - In bind mode "Transceiver" and when "Enable Receiving Response Actions" is enabled, the messenger would not switch connections when receiving and sending, but continue to do when in "Transmitter / Receiver" mode, as before. This can only be verified through logs.
  - Initialized SMPP library error strings to enable logging detailed error messages.
  - Added periodic sending of ENQUIRE\_LINK message to SMPP server to keep connection alive.
  - In receiving mode, using the correct bind mode as specified in the SMPP carrier settings instead of always using the Transceiver mode.
- **Added functionality for feature 'Sending Test Page from Receiver Add/Edit Panels'**
- **New Enhanced SOAP Module:** The new web service has the ability to enable integration with any industry leading ESB systems. It provides a management panel through which user can:
  - Enable/disable SOAP API access
  - Enable/disable secure access
  - Define source IP addresses that will be allowed to call SOAP
  - Provides secure access support
  - Provides data responses in full structured format
  - Provides all the necessary request validations

- **Support for Mobile client application's on iOS and Android platforms**
  - **Changes in the HNP remote administration panel**

Following changes have been made in HNP Remote Administration panel:

    - "User Data" tab title has been changed to "Wipe User Data" and is the last tab
    - In "Wipe User Data" tab, all the check boxes are selected by default; also "Read" and "Unread" drop downs are set to ALL
    - "Permission" tab title has been changed to "Push Permissions" and is the first position
    - "Settings" tab title has been changed to "Push Settings" and is the second position
    - "Push Settings" tab allows for the selection of individual configuration items for push
    - The following configuration parameters are available with new settings data:
      - System Configuration
        - Master password
          - Enable master password
          - Force password change on next access
          - Enable for when app comes to the foreground
          - Enable for message view from background
        - Open messages at start
      - Session Configuration
        - Always login at start
      - Messaging Configuration
        - Auto delete
        - Save sent messages
        - Clean inbox message, sent message, and draft message
      - Alert Configuration
        - For all types (Normal, Important, Warning, Critical, Emergency)
          - Ring counter
          - Ringtone; No, default
- **HNP client general usage policies**
  - Ability to define permissions and settings as general policy in HipLink for all Mobile App users. These policies can be defined in the HNP configuration in HipLink.
  - Whenever an HNP user logs in, he will be given the permissions and settings from server.
  - Hence through this mechanism, an organization can enforce certain usage criteria for its HNP users, which include enforcing Master password, cleanup policy, and others.
- **Google Cloud Message Service support for Android HNP client**
  - This feature is an extension of HipLink's existing "Push Notification for Message Waiting"
  - GCM support in the Android application will enable notification to be setup for Android HNP clients alerting them of messages in the "Waiting Queue" on HipLink Server
  - GCM support requires server side configuration under the HNP Manager
  - Upon receiving the notification, the User can press the "view/open" button to launch HipLink Mobile. If the User is on a cellular data network, the app will then automatically connect, and fetch the offline messages.
  - The server will provide messaging alerts on two events:
    - When HipLink Mobile client goes offline for a defined time interval

- When the client is offline and is sent a message that is in the "Waiting Queue" for delivery.
  - Both alert types can be configured independently in the HNP Manager settings as well as in the HNP receiver profiles. Thus a receiver can opt himself out from these alerts when these alerts were enabled globally.
  - For details on GCM, see <http://developer.android.com/google/gcm/gcm.html>.
- **Comes with Apache upgraded to version 2.4.7 tested on CentOS 5**
  - **Supports SSL deployment with 2048 bit length certificates**

## Outstanding Defects in this Release

- Subscription group does not show in Favorites Panel.
- Bulk spool directory gets deleted after upgrading from 4.6.185 to 4.7.628
- [Soap API] A new user is added if user is modified first time from Soap API.
- [Soap API] An error occurs if user, user groups and receivers are added from Soap API.
- [LDAP] Selected receivers are shown in unassigned receivers as well.
- OAP/OAI receivers are not shown when device is selected on send panel
- [OAI] [One Way Carrier] Incomplete failed reason is shown in reports when message fails.
- [Send Panel]: Response CC filters are not working in Send Panels.
- [Upgrade] After upgrade, permissions can assign to blank user group in department panel when there is no custom group added in user group
- [Linux Response Actions] DSN feature is not working; User has to rename files in /usr/local/hiplink/lib.
- [OAI] On Busy (during Voice Call) functionality is not working properly it always reattempts message when user gets idle.
- [Linux] [Recipient Group] Filter is not working if date range is selected and only 'from' is used in 'Last Updated' filter.
- Quota campaign manager crashes as soon as a quota campaign is dispatched
- A quota campaign cannot be stopped or paused
- File transfer fails on HNP Sock5 type messenger



## 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	<a href="mailto:support@hiplink.com">support@hiplink.com</a>
Phone	408-399-6120
Fax	
Customer Support Portal System	

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](mailto:support@hiplink.com)

Also visit our website ([www.hiplink.com](http://www.hiplink.com)) for general information.