



RELEASE NOTES

Linux HipLink 5.4

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_5.4.0.335.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_5.4.0.335.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 ownership 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 ownership 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

New Features & Enhancements

HIPLINK MOBILE ENHANCEMENTS

- **HipLink Mobile Roaming Profile**
HipLink Mobile client data including Sent and Received Alerts, Sent and Received Messages, Drafts, Status' and Responses can be synced across multiple devices after each successful login. The User is automatically logged out of the previous device when logging into a new one to preserve security standards. The data for each respective client is stored on HipLink server for a defined period of time. The application retains and syncs data of the User's Favorite contacts, saved custom actions, and application configuration across multiple devices in addition to the data entities mentioned above.
- **New Personalized Profile Screen**
Introduction of a new personalized profile screen from where HipLink Mobile users can perform the following tasks and have them synced to the main server:
 1. View Profile
 2. Change Password
 3. Change On-Call Status
 4. Change their Call Back Number
- **Firebase Cloud Messaging for Android**
Replaced Google Cloud Messaging (GCM) with Firebase Cloud Messaging (FCM) for better performance and reliability of push notifications and messages to HipLink Mobile clients on Android devices.
- **Password Rules / Policy for HipLink Mobile devices**
HipLink administrators can now enforce password policy for HipLink Mobile devices as well, which would result in passwords for HipLink Mobile devices being expired after a defined time period, forcing the end users to change password. Also passwords can be forced to have a minimum length and consist of at least one alphabet, one numeric and one special character.

MESSAGE TRANSFORMATION FILTER

This is an enhancement to HipLink's current message filtering engine with the ability to transform the message text, message body, and message recipient (API filter only) of a message if a set of user-defined conditions are met.

The message text is allowed to undergo:

1. A comprehensive set of string parsing and manipulation functions.
2. Dynamic addition or removal of any text before, after or, in between the message with the help of functions above.
3. Insertion of a defined set of system variables that represent the key set of information available in a message. e.g., the receiver name, the recipient group name, the sender name, etc.

A HipLink customer can now dynamically construct and transform a message and apply rules.

ENHANCED MESSAGE TEMPLATE GUI EDITOR

HipLink has the ability for the any level of User to design, construct and modify Message templates. This enhancement includes the structure and User interface of a message template using UI controls in addition to XML based coding.

ENHANCEMENTS IN WEBSERVICE API

HipLink Webservice API is enhanced around a new architecture (Fast CGI vs previously used Axis2c) allowing for better performance and compatibility across all Operating Systems on which HipLink operate. Also Webservice API would now be authenticated against an API HipLink user instead of a GUI HipLink user

ADDITIONAL IP ADDRESSES FOR HipLink API (NON GUI) USERS

HipLink API (Non-GUI) Users can now have additional source IP addresses for fail-over purposes (applicable to Webservice API and WCTP Gateway only). By default, one additional IP address is include with the API (Non-GUI user license. The count of any further additional IP addresses is controlled through its own license, calculated across all API (Non-GUI) users in the system.

PERFORMANCE & SECURITY ENHANCEMENTS

Updated C++ compiler and standard library with enhanced support for C++11 and C++14 features, as well as preliminary support for certain features expected to be in the C++17 standard. This has resulted in several improvements in optimization, code generation, toolset versioning, and diagnostics.

Major Defects Fixed in this Release

- Fixed an issue of Push failure status on Reports for Android clients
- Fixed an issue of Linux Installer
- Fixed issue on Receiver panel where user was unable to save LDAP and SSO type receiver
- Fixed multiple issues of upgrade cycle when upgrading from previous build to newer version.
- Fixed multiple issue of REST API when sending quick message.
- Fixed multiple issues of AN Gateway.
- Fixed issue of updating password from device if receiver schedule has already passed
- Fixed availability issue of Web services api logs in logs panel
- Fixed multiple issues of VOIP messenger when HNP carrier is selected as backup carrier.
- Fixed issue of WCTP Gateway when API filter is not applied on message files created through WCTP gateway
- Fixed multiple issues of custom actions

Outstanding Defects in this Release

- Message job history returned by REST API does not contain time stamp in milli seconds as shown on the HipLink reports panel
- No permissions of IPAWS module are present in Webservice API SandBox while adding new user group

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.