



# RELEASE NOTES

## Windows HipLink 4.7 RC 13.1

### Supported Platform

- Win XP, 7, Server 2003, 2008 (R1 and R2) - 32/64 Bit, Server 2012 (R1 and R2) -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
- Windows Server 2008 operating system

#### Minimum Production System:

- Intel® Xeon® processor 3000 series
- 4GB RAM
- High-speed HDD
- Gigabit Ethernet connectivity
- High-speed Internet connectivity
- Windows Server 2008 operating system

#### 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
- Windows Server 2008 operating system

#### 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

### Deployment

### Installation Steps

#### For upgrading from previous builds:

- Users of Windows HipLink 4.7.1009 can update to this build.
- Log into the HipLink server with admin credentials.
- Stop all running services.
- Terminate all user sessions.
- Using the Task Manager, make sure no hiplink.csx or hiplink.gui process is running. If so, kill the process.
- Logout of HipLink.
- Stop the web server service (either Apache or IIS)
- Make a copy of the HipLink directory and save it in a safe location as a backup. This is typically found at C:\Program Files\HipLink Software\HipLink or C:\Program Files(x86)\HipLink Software\HipLink
- Open the latest HipLink build directory (WIN\_HipLink\_4\_7\_1009). Run the setup.exe file and select the upgrade option. Location of installation directory must be the same as previous installation.

After the upgrade:

- Login to the HipLink server and start the services. Make sure all required services are running.
- If the GIS module is being used, edit and save GIS Settings

**For a fresh install:**

- Execute the installer for WIN\_HipLink\_4\_7\_1019.
- To setup on IIS 8, refer to the IIS 7 Guide for configuration steps.

## Removal Steps

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

- Stop all running services.
- Terminate all user sessions.
- Using the Task Manager, make sure no hiplink.csx or hiplink.gui process is running. If so, kill the process.
- 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 C:\Program Files\HipLink Software\HipLink or C:\Program Files(x86)\HipLink Software\HipLink
- Execute installer for WIN\_HipLink\_4\_7\_1009 and select Uninstall from the options.  
OR
- Go to Windows -> Control Panel -> Add/ Remove Programs.
- Select HipLink 4.7 from the list of installed programs and uninstall.

## New Features

### LDAP authentication for HipLink Mobile Users

- HipLink mobile users can now be authenticated via a LDAP server using this server version of HipLink. This promotes a SSO environment at an organization where HipLink mobile is using Active Directory credentials to grant HipLink Mobile access.
- HipLink Mobile receivers can be created with different forms of authentication: standard, which is HipLink's in house method or LDAP where the user's password is authenticated against LDAP. The User will use their network password for authentication.

### Reports panel upgraded to show message time zones in context to the user's time zone

- The time a message is sent now shows in the reports panel as per the time zone of the administrative user. Previously this was shown as per the time zone of the server location.

### Support for Message Templates on HipLink Mobile

- Message templates created in the HipLink server can now appear and be used from HipLink Mobile (a supported mobile app version is required).
- These templates can be exposed to HipLink Mobile users based on rights defined in the server.
- Templates simplify the process of messaging and provide more power when it comes to sending messages. They reduce repetitive typing and offer input controls, like pre-filled dropdown boxes, for message content.

- All features available on the server are supported in HipLink Mobile including pre-defined recipients, severity levels, two-way responses and confidentiality.
- Templates are locally stored on the HipLink Mobile app to preserve bandwidth usage and synced with the server upon the request of the mobile app user.

**The WCTP Tracking Number is now an optional field for the AQUIS carrier success response mechanism.**

#### **Support for Windows Server 2012 and IIS 8**

- HipLink is now compatible with Windows Server 2012 (R1 and R2).
- This 64 bit platform is supported by enterprises and commonly used in modern IT environments. It ships with IIS 8.

#### **The OpenSSL version used by HipLink has been updated to 1.0.1h**

- 1.0.1h offers a higher level of security for servers.

### **Defects Fixed in this Release**

- Stabilization of the LDAP service for HipLink Mobile
- Some data is not being retained when build is upgraded from 4.5 to 4.7
- Some data is not being retained when build is upgraded from 4.6 to 4.7
- [User group] Response actions are enabled randomly in Response Action Tab when user upgrades build from 4.5 to 4.7
- [Upgrade 4.7.247 - 4.7.1004] Upload and Delete buttons are displaying in place of a receiver's image when editing any existing receiver
- [Receiver Image] Browse button disappears randomly when user uploads an image from main receiver panel

### **Outstanding Defects in this Release**

- Optimization of LDAP connectivity in LDAP configuration screen.
- [HNP-Templates]: Templates severity level starts from '1' instead of '0'
- [Receiver Contact Image]: Inconsistent behavior if a validation error occurs on page while a contact image is also uploaded
- Multiple new nodes are appearing on Report's Job summary when push notification is enabled in HipLink Mobile carrier.
- The desktop alert app needs server side improvements to be able to send a custom text response to a message.

## Contacting Customer Support

If you would like to update to 4.7.1019 (RC 13.1) or have any related questions, please contact our support. Information about contacting HipLink support:

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	408-399-0001
Fax	408-395-5404
Customer Support Portal System	<a href="http://portal.hiplink.com">http://portal.hiplink.com</a>

The resources below will help to answer queries over product usage:

- Installation and Administration Guide (help section)
- User Guide (help section)
- Programmer's Guide (help section)

To open all guides, log on to the HipLink application through the GUI. Click on the "Help" button on the top right corner. Doing so will take you to a user guide menu.

## 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.