



RELEASE NOTES

Windows HipLink 4.7.911 (RC 11.1)

Supported Platforms

- Windows XP, 7, Server 2003, 2008 (R1 and R2) - 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
- Windows Server 2008 operating system

Minimum Production System:

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

- The following builds can be updated to 4.7 RC11.1: Windows HipLink 4.6.181 with SP 5.6, Windows HipLink 4.7.247 with Patch 8.4, Windows HipLink 4.7.334, Windows HipLink 4.7.439, Windows HipLink 4.7.452, Windows HipLink 4.7.524, Windows HipLink 4.7.533, Windows HipLink 4.7.728 and Windows HipLink 4.7.907.
- 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.
- 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 or C:\Program Files(x86)\hiplink
- Execute installer for WIN_HipLink_4_7_911.

For a fresh install:

- Execute installer for WIN_HipLink_4_7_911.

After Upgradation: (For GIS only)

- After Successful Upgradation, Edit and Save GIS Settings.

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 or c:\program files(x86)\hiplink
- Execute installer for WIN_HipLink_4_7_911 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

- ArcGIS 10.2 Support
Support for ArcGIS 10.2.

Note: For all customers using ArcGIS, the upgrade brings in an additional requirement. After upgrade, go to the GIS Settings panel and then the ArcGIS tab, then Edit and Save it again. This would fetch in some additional info from the ArcGIS server when saved again. If this activity is not performed, the integration won't break at all and would continue to behave like earlier in the pre ArcGIS 10.2 supported build.

- Message Template Enhancements
The utility for creating templates has been enhanced to include a number of new variables that can be defined when creating a new message template. New variables include:
 - Ability to define specific two-way responses
 - Define a severity for an outgoing message
 - Designate a message as being confidential
 - Automatically assign an expiration time to the message

In addition to new variables, the Admin can now assign templates to a User Group so that only certain templates show when a User logs in. This feature is useful as an organization creates more templates to keep the interface clean and only show the templates required by the User.

- Special notification when Confidential messages are sent to insecure recipients
Historically, when a confidential message was sent to a device that is not capable of receiving it securely, HipLink failed that message. With the new feature insecure receivers that are set up with secure email failover will receive a notification on their device that there was an attempt to deliver a confidential message and that message has been delivered to their email instead.
- HipLink Mobile enhancement to automate activation and login processes
Two important enhancements have been made for HipLink Mobile users.

- If a receiver sends an activation request with a unique activation key and there is already an activation record in server with the same key then the application will be re-activated without an error.
- If a receiver sends a login request with a preexisting activation and its activation record has been deleted in the server then the older activation will be revived so that the receiver can login without an error.

Fixes included in this release

- [Backup Service] [Contact Directory] Receivers recovered through backup restore don't show up on the mobile devices after contact synchronization. Re-produced in version 4.7.817
- [Contact Directory] If a HNP receiver is disabled for a time window in the future and a "Query Receiver" action is performed on the HNP device, the server does not send the future disable time window information to the device. Re-produced in version 4.7.817.
- [Contact Directory] Changing the HNP receiver's assigned owner to an owner with different privileges has no effect on the recipient records fetched from server. Re-produced in 4.7.813.
- [VOIP Messenger] HipLink VoIP messenger has been enhanced to handle larger loads of messages more efficiently. The enhancements allow for sending high volumes of messages and querying high volumes of sent messages simultaneously.
- If Assigned Owner is changed, then no dump request is sent from server to device.

Known Issues

- A receiver with a not available and "Cover-By with Schedule" status becomes available when imported through the IE Utility.
- Creating a template with confidential and normal severity causes the advanced option to be switched on. The advanced option is not related to these other settings.

Contacting Customer Support

If you would like to update to 4.7.911 (RC 11.1) 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	support@hiplink.com
Phone	408-399-0001
Fax	408-395-5404
Customer Support Portal System	http://portal.hiplink.com

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 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

Also visit our website www.hiplink.com for general information.