



RELEASE NOTES

Windows HipLink 4.7 RC 11.3

Supported Platform

- Win 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 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 version:

- The build can be upgraded on Windows HipLink 4.5.197 OR Windows HipLink 4.6.181 with SP 5.6 OR Windows HipLink 4.7.247 with Patch 8.4 OR Windows HipLink 4.7.334 OR Windows HipLink 4.7.439 OR Windows HipLink 4.7.452 OR Windows HipLink 4.7.524 OR Windows HipLink 4.7.533 OR Windows HipLink 4.7.728 OR Windows HipLink 4.7.907 OR Windows HipLink 4.7.913.
- Log into HipLink with admin credentials.
- Stop all running services.
- Terminate all user sessions.
- Using Task Manager, make sure no hiplink.csx or hiplink.gui is running. If so, kill them using Task Manager.
- 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_916). Run the setup.exe file and select the upgrade option. Location of installation directory must be the same as previous.

After Upgrade:

- Login to the server and start the services. Make sure everything is working fine.
- Finally, advise your Users to change their login password.
- Edit and Save GIS Settings (For GIS only).

For a fresh install:

- Execute installer for WIN_HipLink_4_7_916.

For Servers on HTTPS

- Follow the same steps for upgrade
- After upgrade, replace your server certificate with a new one.
- Finally, advise your Users to change their login password.

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_916 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

- 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

Defects Fixed in this Release

- [Receive Group] Browser gets hang when user tires to remove any receiver on ADD/EDIT receiver group page
- [Upgrades]: Hlu patch could not be extracted.
- [Rest API] HNP Receivers cannot be added through Rest API.
- [Backup Service] [Contact Directory]: Receivers recovered through backup restore are not synced on the device.
- [Contact Directory] If a receiver is disabled for future time & then "Query Receiver" is performed on HNP device, server does not send the future disable time to device
- [Contact Directory] Changing the HNP receiver's assigned owner has NO effect on the recipient records fetched from server

Outstanding Defects in this Release

- A receiver with status "Cover-By with Schedule" becomes AVAILABLE when imported through IE Utility
- When user select confidential mode and severity is normal then after launching that template on send panel advance messaging check gets enabled.

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.