RELEASE NOTES
Windows HipLink 4.7 RC 13

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

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

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

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 OR Windows HipLink 4.7.965.
- 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_1009). 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_1009.

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_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

- **19091 Allow HNP receivers to get authenticated from LDAP**
  - In LDAP Settings, HNP Carrier can be assigned to active directory receivers
  - The assigned receivers will then be able to login on any HNP client with their active directory credentials
  - User can also create a new HNP receiver with authentication type as LDAP. In such a case user would not be required to provide HNP password as the password of the HNP receiver will be the same as its active directory password.

- **14529 Timezone not reflected in reports**
  - A sent message Timestamp on Reports panel will reflect the Timezone identified with the the user Timestamp & not the server timerstamp
  - Previously messages sent to all receivers whether they were mapped on Server timezone or some other timezone were displayed according to Server Timezone on the Reports Panel

- **19501 Make message templates available on the HNP apps**
    o Message template profiles created in HipLink will be sent to HNP client.
    o These templates will be sent as per the rights defined in the user group of assigned owner of HNP receiver
    o The templates will help the HNP user to dispatch scenario based messages with simplified forms, having explicit input controls for the message contents
    o These templates will be locally stored on the HNP apps, and similar to response action, they will sync every time when the user visits the message template screen.

- **19984 Change wording on offline alert**
    o A request was implemented to change the text of alert sent for "Message received while offline". Following will be the new text of this alert :
    > **HipLink**
    > **A new HipLink message has been**
    > **sent to you but you are logged out.**
    > **Please login to receive this message.**
    > **The alert was generated from**
    > **<HipLink server address>**

Defects Fixed in this Release

- [Receivers] Authentication type as LDAP not shown for HNP receivers when LDAP is configured in XS Compatibility mode
- [LDAP] LDAP service crashes as soon as started if LDAP receivers are mapped to HNP carrier
- 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 upgrade build from 4.5 to 4.7
- [Ldap] Some data is not retained after upgrading build from 4.5 to 4.7 and 4.6 to 4.7
- [Time Zone]: Server Timezone is reflected when user with different timezone export the reports data
- If user is mapped in different timezone (-23 Hrs), then if filter is applied on Time stamp field on reports panel then results are shown using server timezone
- [Upgrade 4.5-4.7][Upgrade 4.6-4.7] Receiver] HNP Password field is appearing for NON HNP receivers
- [Upgrade 4.7.247 - 4.7.1004] LDAP service doesn't start after build upgrade
- [Upgrade 4.7.247 - 4.7.1004] Upload and Delete buttons are displaying for receivers image on editing any existing receiver
- [HNP] HNP Manager is not configurable
- [Receiver Image] Browse button disappears randomly when user uploads image from main receiver panel

Outstanding Defects in this Release

- [LDAP] When user edit LDAP configuration ,assigned receivers are available again in 'Unassigned Receiver' list for assigning them to any other carrier on step 5
- [HNP Manager] The ACTIVATION tab hangs if the number of activations is very large
- [HNP-Templates]: Templates severity level starts from '1' instead of '0'
- [Receiver Contact Image]: Inconsistent behavior if a validation error occurs on page & a contact image is also uploaded
- [HNP Manager] Ringtone settings are not sent to device from server.
- TimeZone >> If user has different timezone then on reports panel wrong time is displayed. For +5 Hours difference time, it is displayed -5 Hours in reports.
- Multiple NEW nodes are appearing on Report's Job summary when push notification is enabled in HNP carrier.

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.