



RELEASE NOTES

Windows HipLink 4.7 RC 14

Supported Platform

- Win XP, 7, 8, Server 2003, 2008 (R1 and R2) - 32/64 Bit, Win Server 2012 (R1 and R2)

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 2008/2012 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 OR Windows HipLink 4.7.1009 OR Windows HipLink 4.7.1019.
- 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_1060). 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_1060.

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_1060 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

- **20717 HNP General Policy Enhancements**
 - Two new fields have been added:
 1. Added a new permission "Enable Permanent Session". When enabled, it will cause the Login / Logout option to disappear from HNP mobile clients
 2. Added a new setting "Enforce Confidential Messaging". When enforced, the alerts sent from HNP mobile clients would be confidential by default
- **20652 Ability to view attached files with a message from reports panel**
 - On Reports panel, the logged-in user would be able to view all the files attached with a message. They will be viewable in the job history popup which opens by clicking on the job ID of a particular message

- **20457 Update HNP General Policy for new functions and requirements**
 - HNP General Policy revamped to add new functions and remove obsolete functions
 - Following new PUSH PERMISSIONS are added:
 1. Receive Alert
 2. Receive Chat
 3. Send Alert
 4. Send Chat
 5. Access Template
 6. Access Custom Actions
 7. Settings
 - In **Push Settings** following permission:

Open Message at Start

will be changed to:

Landing Screen drop down with values *Alerts, Chats, Contacts, Templates, Custom Actions*
- **12651 Defining parameter types in Response Actions**
 - New parameter types in Response Actions defined as:
 1. edit <default>
 2. discrete-valued
 3. discrete-values Multi Selection
 4. number range
 5. date picker
 6. time picker
 7. recipient picker
 8. toggle/switch
 - The columns will now be arrange as
 1. Param Name
 2. Is Mandatory
 3. Is System
 4. Type
 5. Default Value
 6. Param Config
 - The last column will give configuration detail depends on the type, as
 1. For type 'edit', it will show a text field to input max. length of the value.

- 2. For type 'discrete-valued' and 'discrete-valued mutli selection', it will show a text field to input all possible semi-comma separated values.
 - 3. For type 'number range, it will show a text field to input all number ranges in format (a-b; x-y).
 - 4. For types 'date picker', 'time picker', and 'recipient picker' there won't be any text field, or it will be disabled.
 - 5. For type 'toggle', there won't be any text field, or it will be disabled.
- **15156 Chat messages on Device will be provided latest report statuses**
 - Chat messages sent from device will receive the READ RECEIPT from server reports which will be updated on device alongside the respective chat campaign.
 - **Modified SMTP Carrier and Driver. Added functionality to show recipients email address in 'to' field of the email**
 - SMTP Carrier Changes
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 - Added two new fields in smtp carrier settings as:
 1. "Hide Recipient Address in a Group Message" Yes | No
 2. "Email address to keep in TO Field" [text field] (if above is Yes)
 - SMTP Driver Changes
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 - 1. If the message contains only Single recipient then simply place it in TO Address
 - 2. If the message contains multiple recipients then follow the carrier setting:
 - if Hide Recipient Address in a Group Message is 'No'
 - > Just put all recipient in TO
 - if Hide Recipient Address in a Group Message is 'Yes'
 - > Put all recipient in BCC (this is currently happening)
 - > If 'Email address to keep in TO Field' is Set then put it in TO field
 - **Changed WCTP Tracking Number as optional for AQUIS carrier success response (Available from RC 13.1 – 4.7.1019)**
 - **Updated OpenSSL version to 1.0.1h (Available from RC 13.1 – 4.7.1019)**
 - **Support for Windows Server 2012 (Available from RC 13.1 – 4.7.1019)**
 - **Support for Windows Server 2012 R2 (Available from RC 13.1 – 4.7.1019)**
 - **Support for IIS 8 (Available from RC 13.1 – 4.7.1019)**
 - **Support for IIS 8.5**

Defects Fixed in this Release

- Time Picker >> Place holder text in Time picker field is missing
- Time Picker >> Relevant error message should be displayed if time is provided in invalid format on creating response action
- [Actiongui] Parameter name is showing as null on actinogui.exe page.
- Recipient Picker >> Response action gets executed without selecting mandatory data from the selection box
- Feature 'Chat messages on Device will be provided latest report statuses.' is not working.
- [Apache] Apache crashes if user use 'ConfirmMessage' operation on Rest API sandbox.
- Response Action: TYPE - Discreet Valued] There is no default value defined but when user open that response action from actiongui, first value of configuration field is appearing in dropdown.
- Date Picker >> There should be Date Picker tool with Default value field on Add/Edit response action page
- [Response Action: TYPE - Discreet Values Multi Selection] User can not add more than one values in Default field
- Time Picker >> Error message is not correct when executing Time picker response action without providing mandatory data
- [Response Action] For any wrong entry in Configuration/Default value field, same error message is shown
- [Response Action] User is able to add same value multiple times in drop down/list if user create Response Action using 'Discrete Valued'/'Discrete Valued Multi Selection' type.
- [File Attachment support in Reports]: Complete File Path should not be shown with Attachments in Message Job History.
- [HNP Manager] HNP Manager crashes if file attachment is sent from device CHAT UI screen
- [HNP Messenger] HNP Messenger crashes on sending multiple chat messages to multiple receivers.
- [Reports Panel]: Reports Panel doesn't show any Message nodes.
- [Escalation Send] Find button is not working effectively on escalation send panel; recipient is not being searched.

Outstanding Defects in this Release

- [HNP Manager]: If HNP Manager is disabling from General Settings, and then still its service can be started from Services.msc.
- No Attachment is received with a SMTP Message, if a Message is sent with an Attachments from Client APP (HNP).
- [HNP Manager]: Blackberry platform is not shown in activation and session tabs of HNP Manager.
- [Upgrade]: Build Upgrade faces Performance Issue when there are 10K HNP Receivers data.
- [HNP Manager] Landing screen is not changed until user kill application twice after changing general policy permissions.
- [Global Settings] The "File Transfer Settings" values get reset to default values after build upgrade
- [Reports]: File Attachments information is not shown when Reports data is exported.
- [Escalation Send]: If a Recipient is added in Change Mode, then it is not moveable.

- [Reports] If user confirms any message through Web Service, then it is not highlighted with green color on reports page.
- [OAI Messnger] Messages should send to oai receivers with no errors in logs
- [Send panel]: User should not be allowed to type more than 4000 Characters in Message Text box.
- [Response Action Panel] Action name starts with "-" hyphen hides at main Response Action panel
- [SMTP Carrier]: Invalid Email addresses are saveable in 'Email address to keep in TO Field textbox'
- [SMTP Carriers]: 'Email address to keep in TO Field' textbox is not shown if user gives Invalid characters and tries to save the Carrier.
- [Carriers]: If a Carrier is saved, Edited and the Cancel is pressed then 'Confirm Form Resubmission' page is shown.
- [Send Panel] If two back-to-back accent characters appear in a word, the second one gets missed from being replace appropriately
- On Executing 'Default' response action, other response action gets executed
- [HNP Messenger]: Every State is created multiple times in Message Report History.
- [HNP Manager] HNP Manager service hangs when it is stopped or restarted while the service is busy
- Multiple NEW Nodes are shopwn when message is resend from Failed or Filtered Queue.
- Latest Timestamp is not shown in reports panel message job history popup when message is resend from Failed or Filtered Queue.
- [Reports] File attachments sent from HNP device to another HNP device do not open in human readable format when clicked on their name link
- [Queues]: File Attachment information must not be viewable to User if Message is of Confidential Mode and User has no rights to view it.

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.