# RELEASE NOTES
# Windows HipLink 4.7.1106 (RC 15)

## 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

**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 2008/2012 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 following builds can be updated to this server build: Windows HipLink 4.5.197, 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, Windows HipLink 4.7.907, Windows HipLink 4.7.913, Windows HipLink 4.7.965, Windows HipLink 4.7.1009, Windows HipLink 4.7.1019, Windows HipLink 4.7.1060, and Windows HipLink 4.7.1081.
- Log into the HipLink server 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 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_1106). Run the setup.exe file and select the upgrade option. Location of installation directory must be the same as the previous installation directory.

**After the upgrade:**
- Login to the server and start the services which were previous stopped.
- 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_1106.

## 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_1106 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

- **Increased Server scalability for HipLink Mobile receivers**

- **Enhanced connectivity performance for HipLink Mobile receivers**
  - The connectivity management algorithms have been enhanced to better detect disconnection and minimize offline time.
- **Enhanced the Message Template adding the "Notify-me" flag as an**
  - Message templates can now be set to notify the alert sender by default when a receiver responds to an alert sent from a template.
  - By default the checkbox is not selected.
- **Warm Backup support**
  - HipLink administrators can setup a backup server that a primary server will continuously be in sync with. This is a warm back up that can be switched to instantly in advent of an unforeseen emergency.

## Defects Fixed in this Release

- Random disconnects were occurring on HipLink Mobile devices.
- [Soft Delete] If an HNP receiver, with an existing session, is deleted from the receiver panel then his session from HNP manager does not get removed. Another receiver created with the same pin clashes with the session which is not deleted.
- [HipLink Mobile Server Error] "Server not responding" error is shown on device the first time a device tries to login.
- [HipLink Mobile Manager] The mobile app messaging manager stops on sending a message to an invalid receiver from device.
- [Time Picker]  Place holder text in Time picker field is missing.
- [SMTP Messenger] User can not start SMTP messenger.
- [RDB][Service] System Attendant service does not start.
- [Send Panel] The secure LOCK icon is shown alongside non-confidential receivers
- [Config] 'redundancy_config.xml' must be added in exclude_filters list by default.

## Outstanding Defects in this Release

- No attachment is received with a SMTP Message if the message is sent with an attachment from a HipLink Mobile app.
- The HipLink Mobile landing screen does not change at times until the user kills the application twice after changing general policy permissions.
- File attachment information is not shown when reports data is exported.
- Multiple new nodes are shown when a message is resent from the Failed or Filtered queues.
- When mass messaging HipLink Mobile receivers a few messages are failed because of connection establishing errors.
- The Reset button does not work for the 'Send Responses to' feature in the Escalation and Voice send panel.

## Contacting Customer Support

 If you would like to update to 4.7.1106 (RC 15) 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 question regarding 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.