



# RELEASE NOTES

## Windows HipLink 4.7 RC 16

### 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 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, or Windows HipLink 4.7.1106.
- 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 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\_1170). Run the setup.exe file and select the upgrade option. Location of installation directory must be the same as the previous installation directory.

### **After 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\_1170.

## **For Servers on HTTPS**

- Follow the same steps for upgrade
- After upgrade, replace your server certificate with a new one.

## **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\_1170 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**

### **SIP Text Messaging Support in HipLink**

- HipLink can now be setup to send text messages to SIP devices or IP phone such as Cisco phones. A carrier and messenger that has a 'SIP Text' type protocol can now be created in this version of the HipLink server. The SIP messenger and carrier reach out to a SIP switch in a network, such as CUCM, for SIP text messaging.

### **Ability to push a HipLink Mobile app update over the air (OTA)**

- HipLink administrators can now release app updates to HipLink Mobile users. Users are prompted to update their app when they launch it if there is an update available. They can also check for updates from the settings menu.

### **Enhanced Message Templates Functionality for HipLink Mobile app**

- Attachments can now be restricted or allowed by administrators for message templates on HipLink Mobile.

- Administrators are now able to toggle on or off the “Notify Me” option in message templates. If Notify Me is turned on then the sender of the message will receive a notification alert when the receiver responds.
- Administrators can now toggle on and off the visibility of the advanced messaging options for message templates that they create.

## Defects Fixed in this Release

- Enhanced stability and performance of CLI.exe
- Fixed Escalation Group VoIP issues with regards to Email CC
- Global Settings Fix: When Message Sending Settings are saved, an irrelevant error prompt is shown.

## Outstanding Defects in this Release

- [VOIP] A sound file sent as an attachment in a VOIP message from Voice & Standard send panels is not being played.
- [REST API]: For the 'ModifyUser' function, the user can be modified without an email.
- [HNP Manager]: If HNP Manager is disabled from General Settings, and then its service can be started from Services.msc. General Settings should override other sections.
- [HNP Manager]: Blackberry platform is not shown in activation and session tabs of HNP Manager.
- OAI Messenger error logging needs to be optimized to avoid false positives.

## Contacting Customer 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	<a href="mailto:support@hiplink.com">support@hiplink.com</a>
Phone	408-399-0001
Fax	408-395-5404
Customer Support Portal System	<a href="http://portal.hiplink.com">http://portal.hiplink.com</a>

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](mailto:support@hiplink.com)

Also visit our website [www.hiplink.com](http://www.hiplink.com) for general information.