RELEASE NOTES
Windows HipLink 4.7 RC 17.2

Supported Platform

- Win XP, 7, 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 connectivity
- 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 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 4.7.439 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 or Windows HipLink 4.7.1060 or Windows HipLink 4.7.1106 OR Windows HipLink 4.7.1170 OR Windows HipLink 4.7.1120.
- 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_1225). 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_1225.

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_1225 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

- [HNP] Push enhancements
  - Add support for Silent APNS Push to iOS clients: Server needs to support silent APNS push to iOS clietns. Silent push has the capability to trigger app functionality without user action. This will help in case where app is stopped and device is restarted. The app has lost connectivity and is in background.
  - Add message severity Meta information in Push: Include indication in the message that waiting message is of severe nature (Emergency, Critical) so that App can take alternate alerting route to inform user about pending message.
- TAP Messenger Issue.
- Recipient User Support for Unisys
  A Recipient user is a special type of Receiver who is given the ability to login into HipLink and manage his own devices and groups. The HipLink Administrator will create a recipient user and give him the permission to manage his own devices.
- Ability to send messages to unavailable receivers without a cover-by.

In the emergency situations during short on staff, there is a need arise to also call in off duty staff. In HipLink, with this method, it lets a dispatcher to also send messages to off duty recipients. Hence these Powerful dispatcher will be able to send messages to disabled or Not Available receivers. It is by Default Enabled for SysAdmin Users and there will be a new explicit permission in the user-group which will enables its custom group users to send message to disable receivers.

- Ability to allow HNP user view and change his on-call status from the mobile app.

    An enhancement that allows HNP user to view and modify his on-call status. The status change to not-available should also allow the user to define its covering receiver name (and/or numeric ID) and optionally disable time schedule.

    The HNP user will also get an explicit permission to update its status. This permission is defined in the receiver profile. Hence when it is enabled, then HNP user will be allowed to change it status.

Defects Fixed in this Release

- [Send panel] Confidential filter applies incorrectly on disable receivers when fetched from "override receiver on-call status"
- [On Call Status] Return error message to device when disable schedule start time is earlier than server current time
- [IEUtility.exe]: HipText carriers are not imported through IEUtility.exe.
- [Send Panel] "Override receiver on-call status" does not send message to a receiver who is off-duty from messaging
- [Send Panel] The check "override receiver on-call status" does NOT work in browser Internet Explorer (ALL versions)
- Cover By Receiver can be disabled from the Mobile App Client.
- 22287   [HNP Manager] Receiver status is send true from server on every login request if receiver is not available without any schedule on server.
- When the Device remove the Not Available Schedule then these changes are not reflected on Server View Schedule.
- [Send Panel : Quota] Quota campaign does not get started if 'Override Receiver On-Call Status' is checked.
- CLI.exe crashes when it is executed on a fresh instance (on which HipLink is not installed) and the command contains error.
- CLI.exe crashes when it is executed by just typing "CLI.exe"
- CLI.exe crashes when it is executed on a fresh instance (on which HipLink is not installed) and the command contain Config Directory errors.
- Unable to use REST api operation when access through URL containing hiplink.com
- [Redundancy Manager] After build upgrade the redundancy manager XML config file is overwritten to default which causes the redundancy manager to stop performing syncs.
- [Webservice API] Webservice API fails to run if the domain name is provided in the action URL instead of machine IP
- Fixed Escalation Group VoIP issues with Email CC
- After Build Upgrade Complete on Confirmation checked in enabled by default but it does not perform the functionality unless the carrier is Edit/Save.
- [SIP Text Two-Way] Listener's Port and IP address fields are not appearing due to which messenger can not be added.

- [SIP Text]: If a message is custom responded then ASCII value is shown of few characters.
- [Global Settings]: When Message Sending Settings are saved, inrelevant error prompt is shown.
- [SIP Text]: If a message contains percent sign '%' then message is not received on device.
- [SIP 2 Way]: If user respond to Two way message then server does not respond with 'OK -- Hiplink--' message.
- [SIP Text]: If a message is custom responded then ASCII value is shown of few characters.

Outstanding Defects in this Release

- [Recipient User]: Same Receiver can be set a Cover By of the same receiver.
- [Recipient User]: Voice Type Receiver must not be allowed to define Alternate Carrier and Voice Enable option.
- [Recipient User]: Some specific receivers gives DB exception when they are assigned in Recipient User Device.
- If a Receiver is assigned in Recipient User Device List from admin panel then its Not Available schedule is not imported.
- [IEUtility]: IEUtility.exe does not retain 'Ability to override Receiver On-Call Status' checked in User Group.
- If User Group is changed, then changes are not reflected immediately on Device.
- [On Call Status]: If 'Enable Receiver Status' is disable from Server, then Client App must not allow User to define 'Cover By' for a recipient.
- Server should return an Error that "Time has already Passed" when user disable the Device for the time that has already passed.
- [IEUtility.exe]: No Functionality to Import/Export OAP Carriers through IEUtility.
- [IEUtility.exe]: IEUtility.exe aborted the operation when a Not Available Receiver with schedule is imported twice.
- [IEUtility.exe]: If Receiver are exported through IEUtility.exe which are Disable with schedule then they are shown as Available when imported.
- Not Available Receiver can be set as a Cover By using Mobile App Client.
- If Receiver status is "Not Available" then Receiver's Not Available History doesn't show its disable schedule unless the receiver status is set to Available.
- IEUtility does not retain the Two-Way Response Monitoring Timeout in 2 Way HNP Carrier. It resets to Default.
- [IEUtility]: IEUtility does not retain the settings for HNP Carrier.
- [SIP 2 way carrier - IE 8] Clicking the register user checkbox does not show the SIP registrant URI field until the focus is changed
- [SIP Text]: If message length exceeds 1450 characters then message is not received on client although it is shown completed on reports.
- [Messenger : SIP One way] If user respond to one way message then server respond twice with 'OK --Hiplink--' message.
- [Messengers : SIP Two Way] If user does not respond to two way message then error logs should not be displayed.
- [Response Action] Recipient picker type response action does not work correctly.
- [Service] If any service use port 5222, then any other service shouldn't be able to use same port.
- [VOIP] Sound file sent as attachment in a VOIP message from both VOICE & STANDARD send panels are NOT being played.

- [Consume WebService] Wrong message is displayed, when user confirms any message.
- [Consume WebService] Proper department name is not displayed when user query any receiver group.
- [XMPP Carrier]: Remove 'Facebook Messenger' profile from XMPP Carrier.
- [REST API Sandbox]: Department Description displays Hex Code of | and ' characters when added from Rest API.
- [REST API SandBox]: On 'ModifyUser', User can be modified without an email.
- [HNP Manager] Server sends Permanent Session permission as 'False' to device on login if user enabled the permission and save from Remote Administration.
- [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 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.

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.