RELEASE NOTES
Windows HipLink 4.7 RC 20

Supported Platforms
- Win 7, 2008 (R1 and R2) - 32/64 Bit, Win Server 2012 (R1 and R2)

- Windows Server 2008 operating system

System Requirements

Low-End Training / Minimum Production System:
- Intel® Core™ i5 or Core™ i7 quad-core processor
- 4GB RAM
- High-speed HDD
- Gigabit Ethernet connectivity
- High-speed Internet connection
- Windows Server 2008 operating system

Recommended Production System:
- Intel® Core™ i7 8-cores processor
- 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.
- Gigabit Ethernet connectivity

Deployment
Installation Steps
For upgrading from previous version:

- The build can be upgraded from 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 4.7.913 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 4.7.1125 or Windows HipLink 4.7.1169 or Windows HipLink 4.7.1299.
- 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_1405). 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_1405.

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_1405 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
- **Support for TLS Based Secure Inbound Email Gateway**
  - The HipLink Email Input Gateway can now be secured using TLS. This is an added layer of security that is offered for 3rd party software integrations with HipLink that make use of the HipLink Email Input Gateway.

- **Apache Web Server Performance & Security Enhancements**
- **Enhancement For Improved Management of Large Amounts of Data on Pages in Internet Explorer**
  - Microsoft released the MS15-032 Cumulative security update for Internet Explorer on April 14, 2015 (Reference: KB3038314 - https://support.microsoft.com/en-us/kb/3038314). This update drastically reduced the speed at which pages with a lot of data load in HipLink for some IE browser versions. This server build has been enhanced to improve on the load time for these pages if the administrator as applied the MS15-032 security update.
- **Enhanced 2 Way Response History for HipLink Mobile**
  - HipLink Mobile app users now see the number of responses and confirmations for alerts in the Inbox screen on a real time basis.

Defects Fixed in this Release

- Email Gateway Logs are not accessible on IE.
- [Escalation Send]: Recipients are not shown by default in Escalation Send Panel.
- Responses i-e 'Confirm/Refuse' and message status i-e 'Confirmed/Rejected' are not same throughout the application and it is confusing for end-user.
- [Receiver]: Receiver Add/Edit Page GUI is distorted if Receiver Logon via Assigned Owner is not enabled from Global Settings.
- If a User assigned in any custom User group creates a Recipient Group with Limit access to SysAdmin and Owner settings are checked then invalid error prompt appears and the User does not see the group in main Recipient Panel.
- [Statistics] Navigation is not working on single click. Page is accessed at second click.

Outstanding Defects in this Release

- [Schedule] Partial hour is not highlighted with light blue color.
- [Receiver Group] Complete row is not highlighted in the list box when user selects any record.
- [Send Panel] Text change required on send panels which have Response CC feature.
- [Escalation Send][Quota Send] Recipient list grid is distorted, when user cancels the change order function.
- [VOICE Send Panel] The sound recording / playing controls are not being displayed in browser Internet Explorer 11.
- [Queues] The "data range" popup on queues panel is misaligned on browser Internet Explorer 11.
- Logs are shown without xml formatting applied on UI, <br> tag is also missing and <LF> tag is shown in place.
- [Receiver] Receiver image is not displayed if user has just 'view' rights for a receiver.
- [SNPP][WCTP] Response actions (Confirm/Reject) are not appended in secure web dispatch message for old snpp/wctp messengers.

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	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.