



RELEASE NOTES

Windows HipLink 4.7.1518

Supported Platforms

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

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 or Windows HipLink 4.7.1405 or Windows HipLink 4.7.1413.
- 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_1518). 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_1518.

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_1518 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 / Enhancements:

1. SQLite3 library updated to newer version
2. Added Time Stamp column in Reports summary view for all messages.

Fixes:

- Corrected VOIP messages reporting for CALLED terminal state messages.
- Corrected Summary Reporting for messages with DELIVERED terminal state.
- Fixed multiple issues in filtering of messages on REPORTS panel.
- Fixed an issue of HNP devices unable to login on server.
- Multiple HNP fixes related to scalability and reliability ported from HL 5.0.
- LDAP fixes ported from HL 5.0.
- Fixes in Web Sign Up Manager & GIS Manager services to create message files faster so as to increase messaging throughput.

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.
