



# RELEASE NOTES

## Windows HipLink 4.7.817 RC 10

Released 1/29/14

### 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 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
- High-speed Internet connectivity
- Windows Server 2008 operating system

### Deployment

#### Build Download

Please download build WIN\_HipLink\_4\_7\_817 from <http://hiplink.net/Server-Builds/windows.html>

#### Installation Steps

##### For upgrading:

- The build can be upgraded on Windows HipLink 4.6.181 with SP 5.6 OR any of the following 4.7 Windows builds: 4.7.247 with Patch 8.4, 4.7.334, 4.7.439, 4.7.452, 4.7.524, 4.7.533 or 4.7.728.
- 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
- Copy Entire Directory
- Execute installer for WIN\_HipLink\_4\_7\_817

##### For fresh install:

- Execute installer for WIN\_HipLink\_4\_7\_817

#### Removal Steps

If needed, the installed build can be uninstalled as follows:

- Stop all running services.
- Terminate all user sessions.
- Execute installer for WIN\_HipLink\_4\_7\_817 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

- **Contact directory support for HipLink Mobile clients**
  - The HipLink Mobile clients have a new contact directory feature, in which the existing "Favorites" screen has been converted into a full contacts directory screen.
  - On this screen the User can tag receivers as "Favorites", which have a dedicated tab.
  - The HipLink Mobile client automatically downloads all receivers and group records the User is permitted for when the application is installed or upgraded.
  - Any modifications to receivers or groups at the server are synced with the Mobile client as an update so that the local (on device) contact directory database gets updated with any changes.
  
- **Ability to hide 2-way responses of confidential messages in reports**
  - The Two-Way responses from a confidential message are now given the same security treatment as the message itself. Now, the two-way responses - whether custom or from the provided list are not be visible to Users other than the sender or to Users who have the permission to view from their User-group permissioning.
  - The Two-Way responses of confidential messages are encrypted in:
    - Logs
    - Reports
    - Message status query requests (made from ActionGUI, or from Mobile clients)
  
- **Enhanced support in SOAP API SEND call**
  - More fields have been added to the SOAP API send call available in the UI and HipLink Mobile apps due to client requests.
  - Supported functions include:
    - Multiple recipients
    - Confidentiality
    - Advanced messaging options
      - Message expiry
      - Message severity
    - CC response
    - Two-Way messaging
    - Attachments
  
- **Enhanced the Archiver Module to use the libz library instead of an external utility**
  - The following modules have been enhanced to use the newly implemented Archiver class for creating ZIP files
    - Backup panel (for manual backups)
    - Backup service (for automatic backups)
    - Upgrade panel / service
    - Logs panel

## Defects Fixed in this Release

- [Twitter]: Twitter Messages are getting failed.
- [Attributes Send] Receivers are not shown correctly when apply 'Any' in attribute filter.
- [GIS Send Panel] Sound file is not attached to the message if user sends a message to Web sign up receiver.
- [Escalation Send] Non secure receivers are not removed from selected recipients of Response CC by changing combo box Normal to Confidential.
- No attachment is received when user send a message through SMTP messenger.
- [IE Utility] HNP Carrier host field becomes blank when imported through IE Utility
- [Departments]: Global Settings allows setting the department limit to less than the number of receivers present, albeit only once.
- [Contact Directory] Receiver / Receiver Group added / modified through HipAdm / SOAP API / IEUtility does not update the corresponding record on device contact directory.
- [Contact Directory] If device fails to receive server response regarding contact directory updation, server does not send the updates again which causes a discrepancy in device contact directory
- [Recipient Group] Filter is not working if date range is selected and only 'from' is used in 'Last Updated' filter
- Invalid characters are shown on reports if message send from device contain special characters.
- If a HNP receiver is EDITED & SAVED, the Device ID wiped out from DB.
- [Standard Send]: Same Receiver is shown twice in Selected Recipient List.
- [Time Zone] If user deletes any record from time zone page, a hard refresh is required to make it disappear from the grid.
- [Quick Message] Receiver getting empty Msg, sent from REST API.
- [HNP Messenger] Pressing RESET on the add / edit HNP Messenger page shows a JS error
- [CLI] "-queryjobhistory" does NOT show the report column of RESPONSE in the result
- [Send Panel] For 'sysAdmin' messaging mode does not show 'Confidential' in combo box by default even if 'Confidential' mode is enabled from global settings.
- [Global Settings] [Response CC] Reset icon is not working.
- [HNP Manager] Group Chat msg failed for valid receivers if list also contains invalid receivers.
- [HNP Manager] Empty Protocol type for Voice when HNP query Rcvr list.
- [HNP Manager] Platform dropdown is disabled on activation tab, user can not apply filter on different platforms.
- [Global Setting - Response CC] New Line character removes from Response CC Message Template
- [Schedule Send] Secure receivers added from recipient user do not show up as secure on any send panel.
- [Resend Panel]: Broadcast Group type is shown as 'Receiver Group' in Detail screen in Resend Panel.
- [Send Panel] Clicking on 'Show group members' shows prompt message if receiver and group is selected.
- [Escalation Group]: Java script crashes on Escalation Group Members page.

## Outstanding Defects in this Release

- [HNP receiver Backup Service] [Contact Directory]: Receivers recovered through backup restore are not synced to the device.

## Product Limitations

- Support for Oracle is not available in RC5 of 4.7

## Release Notes HipLink 4.7 RC 10

- There are some known issues in HipLink that are targeted to be fixed in new release
- HipLink 4.7 no more supports MS SQL Server 2000 as backend database

## 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	<a href="mailto:support@hiplink.com">support@hiplink.com</a>
Phone	408-399-6120
Fax	
Customer Support Portal System	

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](mailto:support@hiplink.com)

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