RELEASE NOTES

Windows HipLink 4.7 RC 6

If you require more information on a feature, please contact HipLink Support (support@hiplink.com) or your Sales Representative for more information.

Table of Contents

System Requirements

Low-End/Training System Requirements:
 - 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 Requirements:
 - 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 Requirements:
 - 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 Requirements:
 - 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_452.zip from HipLink FTP site.

Installation Steps:
For upgrading from 4.6:
- The build can be upgraded on Windows HipLink 4.6.181 with SP 5.6 OR Windows HipLink 4.7.247 with Patch 8.4 OR Windows HipLink 4.7.334 OR Windows HipLink 4.7.439.
- 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.
- Execute installer for WIN_HipLink_4_7_452.

For fresh install:
- Execute installer for WIN_HipLink_4_7_452.

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_452 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

- **Changes in the HNP remote administration panel**
  Following changes have been made in HNP Remote Administration panel:
  - "User Data" tab title has been changed to "Wipe User Data" and is the last tab
  - In "Wipe User Data" tab, all the check boxes are selected by default; also "Read" and "Unread" drop downs are set to ALL
  - "Permission" tab title has been changed to "Push Permissions" and is the first position
  - "Settings" tab title has been changed to "Push Settings" and is the second position
  - "Push Settings" tab allows for the selection of individual configuration items for push
  - The following configuration parameters are available with new settings data:
    - System Configuration
      - Master password
        - Enable master password
        - Force password change on next access
        - Enable for when app comes to the foreground
        - Enable for message view from background
      - Open messages at start
    - Session Configuration
      - Always login at start
    - Messaging Configuration
      - Auto delete
      - Save sent messages
      - Clean inbox message, sent message, and draft message
    - Alert Configuration
      - For all types (Normal, Important, Warning, Critical, Emergency)
        - Ring counter
        - Ringtone; No, default

- **HNP client general usage policies**
  - Ability to define permissions and settings as general policy in HipLink for all Mobile App users. These policies can be defined in the HNP configuration in HipLink.
  - Whenever an HNP user logs in, he will be given the permissions and settings from server.
  - Hence through this mechanism, an organization can enforce certain usage criteria for its HNP users, which include enforcing Master password, cleanup policy, and others.

- **Added feature in GUI to display owners of each receiver group**
  - Previously, there was no way to find out which receiver group is owned by which user without going into each group one by one, and looking to see who owns the group.
  - A new column – Group Owner – has been added on the main receiver group panels in this release. This column displays the group owners' names.
  - Now the user can easily see the owners, without having to edit the receiver groups.

- **Support for MS SQL Server 2012**
- **SSL Integration for Apache**

Defects Fixed in this Release

- 13485 [NEW Messenger] If message is sent to more than 9 carriers of same protocol, the messages for the 10th carrier onwards get stuck in queue
- 13484 [NEW Messenger] Serious performance issue when the "Queue Checking Period" of NEW messenger is set to a higher value
- 13472 [GSM Messenger]: GSM Messenger crashes or gets hanged when message contains GSM escape characters and the message is over 75 characters.
- 13464 [Twitter]: Message send to Twitter Receiver gets failed due inactive version of Twitter REST API.
- 13392 [HNP Manager] Is_last flag in HNP Manager's logs is always set to false even when search is completed on favorite's panel of the device.
- 13375 [HNP] If a receiver's department is changed, the HNP Manager does not consider the updated permissions the hnp receiver's assigned owner has on the new department of the changed receiver
- 13369 [Messengers][WCTP]: Display user friendly message in Reports when message fails to be delivered to WCTP client.
- 13368 Receiver group information is not returned to device on updating Favorites data from device using Quick Refresh
- 13357 On device Attributes are appearing in Receiver Group's properties.
- 13356 Receiver property is not mapping correctly on device's favorite panel.
- 13350 Installer - Add support in HipLink installer to kill all running .exe file during upgrade process
- 13340 [HNP Manager] Stale connection is not being removed from server, when user send message to offline receiver it gets completed on server.
- 13324 [HNP Client]: Receivers and Groups on Client App must only be fetched on the basis of 'Send' permission.
- 13322 Receivers Groups can also be queried if only Receiver View/Manage permission is provided to a User Group.
- 13317 Waiting queue panel is not showing the records every time and filters given are also not working
- 13301 Search by attribute is not working for IOS clients.
- 12887 [IE utility] Issues while importing data
- 12877 [Messengers] [OAP]: If OAP Messenger shuts down due to invalid Port/ IP settings, System Attendant restarts it.
- 12463 [SSL] Apache service failed to start on windows server 2008 R1 (64 bit) with below mentioned error.
- 12322 Response CC feature should be independent of Confidential Messaging.
- 12131 If "To" field contains invalid receiver name message is not sent to valid receivers as well.

New Defects Found in this Release [Outstanding]

- 13596 [IE Utility] Receiver schedules are not exported / imported through IE Utility
- 13586 User that belongs to Custom User Group can Query Message Status that were sent by Admin.
- 13585 If 'Query Receiver' fetches no result then a message prompt must be shown which informs the user why no receiver is fetched.
- 13568 Ringtone(s) names under General Policy tab are not same as on HNP client application.

- 13562   Receiver profile activated in Basic Mode is able to access all HNP client application features
- 13555   [Feedback]: Feedback Action failed when the associated response action contains '@CARR_NAME' and the Carrier Name contains special character. e.g 'AT&T Enterprise SNPP'.
- 13554   Feedback Action failed when the associated response action contains '@MESSAGE' parameter and the Carrier has Split Message into Parts enabled.
- 13537   [HNP Manager] HipLink server does not return result against the wild card operator when applied in Query Status from HNP client.
- 13528   [HNP File Attachment]Message with file attachment is not sent to device using IBB Messenger, if sent over the 1st message (1st message file transfer is in progress)
- 13490   HNP Messengers Sock5/IBB crash on sending message to offline HNP receivers with development certificates configured for APNs.
- 13443   [HNP Manager] Memory pile-up in HNP Manager process when large number of devices are connected & disconnected multiple times
- 13359   [RDB - NEW Messenger] When multiple messengers are running and a mass messaging campaign is sent, multiple messengers start crashing

Product Limitations

- Support for Oracle is not available in RC5 of 4.7
- 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	support@hiplink.com
Phone	408-399-6120
Fax	
Customer Support Portal System	

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

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.

Also visit our website (www.hiplink.com) for general information.