



RELEASE NOTES

Windows HipLink 4.7 RC 7

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

Deployment

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 OR Windows HipLink 4.7.452
- Log into HipLink with admin credentials
- Stop all running services and 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_524

For fresh install:

- Execute installer for WIN_HipLink_4_7_524.

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_524 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

- **Change 2way status query parameters in 2way carriers**
 - This change was implemented to give administrators complete flexibility in defining how long their system will query for a response to a two-way message sent
 - Prior to this release there were two parameters for the two-way querying in each two-way carrier 1) Messenger Query Interval, 2) Messenger Query Retry
 - In this release the “Messenger Query Interval” field has been renamed to "2way response query time interval"
 - The “Messenger Query Retry” has been renamed to "2way response monitoring timeout" and has been split it into two fields:
 - A text field taking a number (input)
 - A drop down menu for unit selection (minutes, hours, days)
 - The user can now specify a number to set a desired time out (such as 5 min, 10 min, 15 min, 1 hour, 2 hour, 2.5 hour, 0.5 day, 1 day, etc.)
 - The field also specifies a minimum timeout interval (5 minutes) as well as a maximum one (7 days)
 - The query retries count will be calculated by dividing the parameter 2 by 1, and the messaging workflow will remain the same as before
 - The messenger now keeps on querying the message status the calculated number of retries until it gets a terminating status
- **Modified filtering criteria for groups for the Last Paged, Last Updated, and Created On fields**
- **Group Audit Enhancement to Provide Inactivity Criteria in Global Settings**
 - The new functionality gives the option to apply filtering criteria not only to date “last paged” but also consider the date “last updated”.
 - A drop-down selection named "Inactivity Criteria" has been added in the Global Settings Receiver Group Audit Settings with the following options:
 - i. Not Paged
 - ii. Not Paged and Not Updated
 - iii. Not Paged or Not Updated
 - iv. Not Updated
 - The alert notifications of group inactivity will be sent with the new filtering criteria
- **Added Filtered / All Export functionality on Web Sign-up Registered Recipients panel**
 - Previously the “Export All” button on Web Sign-up’s Registered Recipients panel would export all the records in the selected profile, irrespective of the filter applied.
 - The new functionality allows exporting the filtered records on the panel as well.
 - These filtered records – just like all records – could be exported in all three formats.
- **Support on Web Sign-up Send panel to select Delivery Types**
 - A filter named ‘Delivery Type’ has been added on Web Sign-up Send panel. It contains three check boxes, Text, Voice, and Email
 - Now messages sent to the selected Web Sign-up profile’s recipients can also be filtered on the basis of the recipients’ carrier / delivery type
 - When the User selects a profile and then selects any of the three check boxes, the messages will be sent to only those recipients that match the selected delivery type

- **Support for filtering Registered Recipients in the Web Sign-up Module by characteristics**
 - On Registered Recipients panel, recipient records can also be filtered on the basis of characteristics they have selected
- **Add CC response support in the standard, voice, and custom escalation send panel**
 - The same Response CC functionality previously available in the Two-Way Send panel has been implemented in Standard, Escalation, and Voice Send panels
- **Added a Receiver column in HNP Manager -> Activation screen**
 - User column in HNP Manager > Activation tab has been replaced by Receiver column
 - This column displays the activated receiver names
 - If the receiver's first and last names are defined, they will be displayed in the parenthesis following the name, in the order Last Name, First Name
- **Added support in Soap API Send Call - (SendStdMessage)**
 - Due to an increasing demand for the SOAP API more parameters were added that are available in the UI and HipLink Mobile apps.
 - The additional parameters added are:
 - Multiple recipients
 - Confidentiality
 - Advance messaging
 - Message expiry
 - Message severity
 - CC response
 - Two-way messaging
 - Attachments
- **Ability to store full 2-way responses in reports**
 - Previous to this release, response text was saved in the reports database in the message status field. This field was 32 characters wide and responses more than 32 characters were truncated. The two-way response was also saved in this field with prefix *REPLIED:* to show a status.
 - The new implementation saves the response text in a separate field with support for more than a hundred characters.
 - The message status now shows only REPLIED with the response shown in the separate field
 - On the Reports panel, the response will be shown in detail in the Job History pop-up window, as well as in a separate column 'Response' on the main panel.
- **Complete RSA 2048bit + SHA2 certificate verification**
 - BACKGROUND: The National Institute of Standards and Technologies (NIST) requires software vendors to adhere to the standards used for securing information (encryption, authentication, integrity verification) by Certification Authorities (CAs) for certain applications. Any certificate whose expiration date is in 2014 or later must have a SHA-2 signature and a 2048-bit public key otherwise, certificates including Certification Authority and Root certificates, will not be trusted by software/operating systems after 2013.

- Implementation in HipLink:
 - Replaced the HipLink CA bundle with new Root CA certificates having cipher suit with at least SHA2(256bit) algorithm, and having RSA key pair with 2048bit size.

Defects Fixed in this Release

- [Upgrade - 4.2 to 4.7] [Send]: Messages are not being created after upgrade.
- Incorrect number of groups displayed in group panel after using filters.
- [IE Utility] Global checkbox for SMTP carriers removed on import. 4.7.452
- [Escalation Send Panel]: After removing a Receiver from selected 'Recipient List', if user click 'Change Order' and presses 'Cancel' then removed receiver is added to the list again.
- [Campaign Progress Panel]: Receiver ID is shown instead of Receiver name if Response CC is checked in Escalation Send Panel.
- cmd_config file doesn't remain intact after build upgrade.
- HNP Manger's settings reset after build upgrade.
- [Group Owner Notifications] Incorrect email is sent when a disable schedule is added to an already disabled receiver.
- User can not edit custom response action added on two way send panel.
- Refined filtering on results for groups not paged in X number of days
- [Group Audit] If a messaging schedule is added to a receiver from "receivers panel" then no notification is generated to the group owner
- [Departments] Error occurs if a receiver who was disabled in the past is moved to another department

Outstanding Defects in this Release

- [Escalation Group]: Java script crashes on Escalation Group Members page.
- If a schedule is added to the Receiver (currently a member of subscription group) then no group owner alert is generated.
- [Group Owner]: Not Available Schedule of Receiver is shown every time the Receiver is edited and saved.
- If a User has explicit manage rights for Receivers, then still user needs View Permission from User Group to manage the Receiver.
- [Receiver]: Cover By email is generated every time the Receiver is edited and saved.
- If Department Maximum Receivers Limit is crossed during LDAP Receivers synchronization then Department Limit cannot be changed from Global Settings.
- If a new User Group (without any department permissions) is added then it gets automatically added in Department's Current User Group.
- [Receiver Groups]: Ascending and Descending sorting of filters are not working correctly on Recipient Group Main Panel
- [Queues] Filters are not working properly if invalid characters are entered.
- [Receiver Groups]: '*' is not appended automatically when filter is applied either on 'Created On' or 'Last Updated' fields.
- Response CC alerts are not generated when messages are responded from other location such as (Send Confirmation Panel, Login Page Confirmation box and CLI.exe)
- [Escalation Send Panel]: Recipient Information Row in Recipient List section can also be added as a Recipient.
- Reports are not being generated for fax messages over https

- [Carriers]: New Node is not shown in Reports, when user sends a message through a disabled Carrier.
- Message status appears as Replied when it's been confirmed/rejected by response action's code
- [IEUTILITY] IE Utility must import HNP pins in SMALL alpha characters only even if they are provided in CAPS in the receivers.txt file

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	

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.