RELEASE NOTES
Windows HipLink 4.7 RC 8

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
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 OR Windows HipLink 4.7.524.
- 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_533

For fresh install:

- Execute installer for WIN_HipLink_4_7_533

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_533 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

- **Chat Feature for Mobile Apps**
  - A new feature for "Chat" has been added in HipLink Mobile Apps and changes have been made at the server level to incorporate the functionality.
  - There is no impact of this change on HipLink GUI; the changes have been made at the backend only.

- **Support for Receiver name Signatures in Response CC message template**
  - In Global Settings, new parameters have been added for Response CC Message Template, ReceiverSignature1 and ReceiverSignature2.
  - These parameters will append the receiver's first name and last name in the message in the following formats:
    - ReceiverSignature1: [FirstName LastName]
    - ReceiverSignature2: [LastName, FirstName]

- **Ability to make permanent the Reports Filter choice**
  - Prior to this release, the Reports panel was launched with the default to show the User's own reports only. This was shown as 'my' selected in Reports View dropdown. The User could then change the view to 'all' to display the reports by all users depending upon their User Group permissions
  - In the new implementation, a dropdown box has been added in Report panel's Personalize section to be able to set the default Reports View and make it permanent.
  - Now if the user selects 'all' from the dropdown in Personalize section and saves the changes, the Reports panel will automatically show the 'all' view when selected.

- **Google Cloud Message Service support for Android HNP client**
  - This feature is an extension of HipLink's existing "Push Notification for Message Waiting"
  - GCM support in the Android application will enable notification to be setup for Android HNP clients alerting them of messages in the "Waiting Queue" on HipLink Server
  - GCM support requires server side configuration under the HNP Manager
  - Upon receiving the notification, the User can press the "view/open" button to launch HipLink Mobile. If the User is on a cellular data network, the app will then automatically connect, and fetch the offline messages.
  - The server will provide messaging alerts on two events:
    - When HipLink Mobile client goes offline for a defined time interval
    - When the client is offline and is sent a message that is in the "Waiting Queue" for delivery.
  - Both alert types can be configured independently in the HNP Manager settings as well as in the HNP receiver profiles. Thus a receiver can opt himself out from these alerts when these alerts were enabled globally.
  - For details on GCM, see http://developer.android.com/google/gcm/gcm.html.

- **Ability to Define Confidential or Normal Mode by default in the GUI Send Panel**
    - o Customers can control the default start-up mode for their Users when they launch various Send panels enabling either Confidential or Normal mode.
    - o In the User Group Panel on the "Send" tab there is a new option for "Enable Confidential Mode by Default" with a check box available.
        - ▪ If enabled, anytime a User from this group goes to Standard/ Two Way/ Escalation/ Schedule Send panels, the default mode when the screen launches will be "Confidential" and all the insecure devices would be hidden.
        - ▪ To access other devices, the User can change their mode to "Normal" and see the all their permissioned receivers.

Defects Fixed in this Release

- [Escalation Send] "Show Details" and "Show Group Members" links on Escalation Send panel do not show correct result for Response CC panel.
- [Escalation Send] Selecting CONFIDENTIAL from messaging mode combo box does not remove insecure receivers from Response CC panel.
- [HNP] Existing HNP Client applications (iOS/Android) failed to send message using HipLink server build 4.7.425
- [HNP specific] Messages are not being sent from any send panel
- [HNP] Message Lastname, Firstname is not sent with the receiver name, if message is sent by an HNP client.
- [Messengers]: SMTP Driver> If SMTP server gives an error without closing the connection, messenger still attempts to send a message which may at times fail.

Outstanding Defects in this Release

- [Reports] Sender name is not shown in details when navigating from list view to summary view if user select 'All' in default report view from personalize tab.
- In Reports Panel summary View, if "Show List" icon is clicked against a message in 'Show All Reports', then Reports Panel gets reloaded in 'Show My Reports' view.
- [HNP] No notification prompt is shown to user on changing logged in HNP receiver's receiver name.
- [Remote Administration] When user sends a remote administration message with Very limited access to Settings panel, message alert configuration section become inaccessible.
- [HNP Manager] Platform dropdown is disabled on activation tab, user can not apply filter on different platforms.
- [SOAP API v1.2]: 'Unknown exception occurred' when a User Group is added from SOAP v1.2 API.
- HNP Manager crashes if a deleted response action is executed from device.
- [Schedule Send] Secure receivers added from recipient user do not show up as secure on any send panel.
- [Schedule Send] No LOCK (secure receiver) icon shown along secure receivers on Schedule Send Panel
- HNP messenger crashes when a message is being responded if that message was sent from device with notify me switch enabled.
- Export functionality takes too long when there are large number of characteristics and topics in web sign up recipients

- [WebSignUp] Address filter is not working on WebSignUp registered recipients page
- [HNP Manager] When a HNP client disconnects from server (either user initiated or due to network issues), there is error generated at server side

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.