



# RELEASE NOTES

## Windows HipLink 4.7.731 RC 9

### 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\_731 from <http://hiplink.net/Server-Builds/windows.html>

#### 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 OR Windows HipLink 4.7.533.
- 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\_731

For fresh install:

- Execute installer for WIN\_HipLink\_4\_7\_731

#### 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\_731 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

- **Ability to add permissions for Users to see Confidential messages unencrypted in the Reports**
  - Previously, on the Reports panel, a message sent as confidential message appeared encrypted for everyone except for the Sender and the SysAdmin group.
  - In the new implementation, permission has been added to allow users to look at un-encrypted messages sent by other users if they have the permission to view their reports.
  - To achieve this, a new column "View Confidential Messages" has been added on User Group add/edit panel under the tab "User Group".
  - When this is checked in the User Group set-up for a particular group, it will enable the Users of that group to look at the un-encrypted messages of the others in the group.
  
- **File Transfer Manager - Separate service for uploading/downloading files for various purposes**
  - A new service has been added in the HipLink server that provides and manages arbitrary file transfer services. This service is now used in all the modules that require uploading and/or downloading files (both text and binary).
  - This service provides a simple yet powerful mechanism to upload and download files using simple text based protocol. Following will be the features of this service:
    - Support to upload any file
    - Support to download scheduled file
    - Support multi-threaded operations
    - Support for simultaneous uploads and downloads
    - Support for both SQLite3 and RDB data stores
    - A simple interface to add downloaded files
    - Support to encrypt files before scheduling (for download)
    - Ability to query file availability for download
  - The service provides access over TCP (direct) or HTTP
  - The file upload and download is be made insecurely. The client will be required to secure the files in transmission by encrypting them, and communicating the keys separately. For instance, in HNP clients, the files will be transferred by encrypting them, and sending the keys within HNP communication.
  
- **Added additional 2way status query parameters in 2-way carriers**
  - Added values under 10 seconds (of 2,4,6,8 seconds) in "Two-way response query time interval" drop-down list.
  
- **Enhancements to SMTP Messengers**
  - Blank email issue – Added Mime-Version to fix blank emails being sent through USA Mobility SMTP carrier.
  - Added "RSET" command in each connection to further avoid cases of "Sender already specified"
    - Previously, the SMTP messengers were using NOOP command. The problem was some firewalls can be configured to slow down requests after a number of NOOP commands are received.
    - Whenever they sent bulk messages to SMTP receivers, after each 70 to 80 messages the Exchange threw back "5.5.2 Sender already specified" error. This resulted in the failure of the next few messages.

- To resolve this issue, a RSET command MUST be sent to clear the transaction before continuing. RSET clears MAIL FROM: and RCPT TO: stacks, resetting the connection to the state just after HELO or EHLO.
- **Web Application Security Enhancements**
  - Escape HTTP parameter values for the Resend panel Ajax command
  - Disable auto complete in various panels
    - User add/edit panel
    - Receiver add/edit panel
    - Login panel
- **Added a new setting in carrier setup to give the option for a "Single Login per Session"**
  - A new checkbox, "Single Login per Session" has been added in SNPP Carrier Settings to allow LOGIn cmd in every transaction.
  - For the carrier 2SMS, this checkbox should be turned off.
  - This checkbox should be enabled by default and works for other SNPP carriers, including AT&T, Sprint, Verizon, and T-Mobile.

## Defects Fixed in this Release

- 'Two-way response monitoring timeout' field must take only integer and no floating point must be allowed.
- 'Two-way response monitoring timeout' field must display and use the minimum value (i.e. 1 Min).
- Question about unsuccessful GSM confirmation message content change. Enhanced GSM confirmation message content errors. If a recipient attempted to confirm a GSM message, but entered the wrong syntax or incorrect message ID, a blank message was sent to the recipient
- [REST API]: REST API gives Internal Server Error unless the Apache Web Server is restarted.
- [Carriers] [Two-Way Carriers]: Minimum value for 'Two-way response monitoring timeout' field should be 5 (mins).
- [Carriers] [Two-Way Carriers]: Default value for '2way response monitoring timeout' field should be set to 10 (mins).
- [Web Sign-Up] Record is not sorted in registered recipients when 'Filter by Characteristics' is enable.
- [Web Sign-Up] Error is shown when user exports registered recipients in PDF or Excel format
- [Web Sign-Up] On the Statistics -> Detail Report page, pagination buttons NEXT / LAST are shown but no data is shown other than the first page
- [Receiver Group Audit]: Inactive Criteria only represent 'Not paged' in alerts sent to sysadmin.
- [Group Notification] Updated email subject and body is not shown in email even if it is defined in group notification.
- Pressing RESET makes the ineffective fields visible in HNP Proto Params
- Attachments are not deleted after their specified time in File Transfer Settings for both: Delete job after (minutes) and Delete completed job after (minutes)
- User group page cannot be saved if it is not being accessed for two to three minutes
- Last characters of a User Group name gets trimmed whenever the record is save.

## Outstanding Defects in this Release

- [REST API] Message is received with empty body, if user sends a Quick message through REST External API.
- [Time Zone] If user deletes any record from time zone page, a hard refresh required to make it disappear from the grid.
- [Confidential Messaging] A user can CONFIRM / REJECT a CONFIDENTIAL message over which he does not have viewing rights
- [Confidential Escalation Messaging] If a CONFIDENTIAL escalation message is rejected, the next inline message is not sent immediately afterwards
- [CONFIDENTIAL Messaging - REPORTS] A One-Way HNP message when CONFIRMED / REFUSED from device does not show up encrypted on reports
- [Confidential Messaging - Reports] A CONFIDENTIAL message when CONFIRMED / REFUSED from LOGIN / SEND / CLI / ACTIONGUI / SOAP WEBSERVICE API, does not show up encrypted to users who do not have rights to view CONFIDENTIAL message.
- [Confidential Messaging] If a confidential message sent from server is longer than 3054 characters, it is shown garbage on device (device is unable to decrypt it)
- [HNP Manager] Server sends all permissions as 'True' to receivers device on login in basic mode, if permissions are enabled in General Policy
- Facebook authorization is getting failed.
- [Webservice API] Webservice API fails to run if the domain name is provided in the action URL instead of machine IP
- [SOAP API v1.1]: 'Enable Confidential Mode by Default' is not available in SOAP API v1.1.
- [Favorites]: Key press is not working on Favorites panel.

## 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	<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.