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| Release Notes |
| Windows HipLink 4.7 RC3 |
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| If you require more information on a feature, please contact HipLink Support (support@hiplink.com) or your Sales Representative for more information. |

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# 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\_247.zip from HipLink FTP site.

## Installation Steps:

For upgrading:

* The build can be upgraded on Windows HipLink 4.6.181 with SP 3.3 OR Windows HipLink 4.7.158 with Patch 4.0 OR Windows HipLink 4.7.199 with Patch 5.6 or HipLink 4.7.230.
* 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\_247.

For fresh install:

* Execute installer for WIN\_HipLink\_4\_7\_247.

## 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\_247 and select Uninstall from the options.

OR

* Go to Windows -> Control Panel -> Add/ Remove Programs.
* Select HipLink from the list of installed programs and uninstall.

# New Features

* 12030 [Wells Fargo] Ability to disable receiver groups with extra information in the main receiver groups panel.
* 12088 [Wells Fargo] HipLink Scheduling/Calendar Issue identified in 4.7 Release
* Changed Voice Recorder ActiveX to on-demand loading and displaying the option to show it in IE only.

# Defects Fixed in this Release

* CLI: Invalid error message issue.
* 11901 [Schedules] Schedules become corrupt on the days on which daylight saving time (DST) starts and ends.
* 11902 [Schedules] The "End after X Occurrences" in schedules does not show correct schedule for the last occurrence.
* 12054 [Receiver Group]: Groups Grid list appear empty if a Receiver Group is edited and Saved twice after changing its group member list.
* 12068 [Receiver]: View schedule page is not displaying properly from main receiver and Add/Edit receiver panel.
* 12085 [Receiver Schedule]: A receiver Schedule is shown in Red for the Available receiver.
* 12092 [Schedules - DST enabled environment] After upgrading to build 4.7.227 from 4.7.199 patch 5.6, the schedules are shown incorrectly until the schedule is edited and re-saved
* 12109 [Email Gateway] Email gateway service gets crashed on windows server 2008.
* 12130 [Receiver schedule] When a schedule is added to a receiver in a onduty/follow-me group, & then the schedule is viewed of that receiver from edit receiver page, the schedule is shown blank on first view.
* 12142 [User Group Permissions]: User can Delete and Enable/Disable a Group, for which user has only View Permissions.
* 12148 [Recipients]: For a receiver assigned in some receiver groups, schedule pop-up window's display is disturbed.
* 12154 [Receiver]: Receiver status cannot be set to 'Not-Available' from Receiver main Panel.
* 12155 [Receiver]: Receiver cannot be deleted from Receiver main Panel.
* 12157 Notification email not sent to group owner on enable/disable group member if it is a group.
* 12158 Owner Email is not generated when the Receiver status is set to available from main receiver panel.
* 12159 [Group Owner]: Group Owner Emails are not supported for Second Level nesting group functionality.
* 12164 User should not be allowed to be disabled if the user is an Assigned Owner of a Receiver Group.
* 12166 [Automatic User Disable]: Automatic User Disable new functionality for Users Assigned as Owners.
* 12167 Change in Availability of Receiver email is not dispatched if Receiver status becomes available after expiration of its not available schedule.
* 12168 [Group Owner]: Invalid schedule start and End date is shown when user removes the Schedule check from the Not Available Status.
* 12169 [Group Owner]: Change in Availability of Receiver email is not dispatched if Schedule checked is removed.
* 12173 [Group Owner Notification] Incorrect end date is shown in group owner notification email when receiver schedule is removed.
* 12177 [Group Owner Notifcation] Incorrect content in group owner notification email when group member is deleted.

# Product Limitations

* Support for Oracle / ODBC is not available in RC1 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:

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| --- | --- |
| **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](mailto:support@hiplink.com) |
| **Phone** | 408-399-6120 |
| **Fax** |  |
| **Customer Support Portal System** |  |

HipLink support policies and coverage hours are subject to change without notice.

## 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)

# What is Next?

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](http://www.hiplink.com)) for general information.