



RELEASE NOTES

Windows HipLink 4.7 RC 17.3

Supported Platform

- Win XP, 7, Server 2003, 2008 (R1 and R2) - 32/64 Bit, Win Server 2012 (R1 and R2)

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 2008/2012 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

Deployment

Installation Steps

For upgrading from previous version:

- The build can be upgraded on Windows HipLink 4.5.197 OR Windows HipLink 4.6.181 with SP 5.6 OR Windows HipLink 4.7.247 with Patch 8.4 OR Windows HipLink 4.7.439 OR Windows HipLink 4.7.452 OR Windows HipLink 4.7.524 OR Windows HipLink 4.7.533 OR Windows HipLink 4.7.728 OR Windows HipLink 4.7.907 OR Windows HipLink 4.7.913 OR Windows HipLink 4.7.965 OR Windows HipLink 4.7.1009 OR Windows HipLink 4.7.1019 or Windows HipLink 4.7.1060 or Windows HipLink 4.7.1106 OR Windows HipLink 4.7.1170 OR Windows HipLink 4.7.1120 OR Windows HipLink 4.7.1125.
- 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.
- Stop the web server service (either Apache or IIS)
- Make a copy of the HipLink directory and save it in a safe location as a backup. This is typically found at C:\Program Files\HipLink Software\HipLink or C:\Program Files(x86)\HipLink Software\HipLink

- Open the latest HipLink build directory (WIN_HipLink_4_7_1269). Run the setup.exe file and select the upgrade option. Location of installation directory must be the same as previous.

After Upgrade:

- Login to the server and start the services. Make sure everything is working fine.
- Finally, advise your Users to change their login password.
- Edit and Save GIS Settings (For GIS only).

For a fresh install:

- Execute installer for WIN_HipLink_4_7_1269.

For Servers on HTTPS

- Follow the same steps for upgrade
- After upgrade, replace your server certificate with a new one.
- Finally, advise your Users to change their login password.

Removal Steps

If needed, the installed build can be uninstalled as follows:

- Stop all running services.
- Terminate all user sessions.
- Using the Task Manager, make sure no hiplink.csx or hiplink.gui process is running. If so, kill the process.
- Logout of HipLink.
- Make a copy of the Hiplink directory and save it in a safe location as a backup. This is typically found at C:\Program Files\HipLink Software\HipLink or C:\Program Files(x86)\HipLink Software\HipLink
- Execute installer for WIN_HipLink_4_7_1269 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

- **HNP Manager and Mobile Apps Connectivity Fixes**
- **[HNP] Push enhancements**
 - **Add support for Silent APNS Push to iOS clients:** Server needs to support silent APNS push to iOS clients. Silent push has the capability to trigger app functionality without user action. This will help in case where app is stopped and device is restarted. The app has lost connectivity and is in background.
 - **Add message severity Meta information in Push:** Include indication in the message that waiting message is of severe nature (Emergency, Critical) so that App can take alternate alerting route to inform user about pending message.
- **TAP Messenger Issue.**
- **Recipient User Support for Unisys**

A Recipient user is a special type of Receiver who is given the ability to login into HipLink and manage his own devices and groups. The HipLink Administrator will create a recipient user and give him the permission to manage his own devices.

- **Ability to send messages to unavailable receivers without a cover-by.**
In the emergency situations during short on staff, there is a need arise to also call in off duty staff. In HipLink, with this method, it lets a dispatcher to also send messages to off duty recipients. Hence these Powerful dispatcher will be able to send messages to disabled or Not Available receivers. It is by Default Enabled for SysAdmin Users and there will be a new explicit permission in the user-group which will enables its custom group users to send message to disable receivers.
- **Ability to allow HNP user view and change his on-call status from the mobile app.**
An enhancement that allows HNP user to view and modify his on-call status. The status change to not-available should also allow the user to define its covering receiver name (and/or numeric ID) and optionally disable time schedule.
The HNP user will also get an explicit permission to update its status. This permission is defined in the receiver profile. Hence when it is enabled, then HNP user will be allowed to change it status.

Defects Fixed in this Release

- System Attendant does not restart the messenger after DB exception
- For HNP Chat messages Signatures will be ignored now (Msg ID, Time Stamp & Sender Name / Description)
- HNP Session Tab > Platform & Client Names will be updated with each Login from Device
- If an activation has no Session on which delete/block/suspend/un-authorize is being performed then the session of Receiver, which performed the Activation, will be removed (provided the Receiver name is not changed)
- Rephrased the default Waiting messages Push to "[@MessageCount] new message(s) have been available. Please launch HipLink to view the message(s) - Alert sent from [@ServerAddress]"
- Now Waiting Msgs Push will always be Silent for APNS
- [Send panel] Confidential filter applies incorrectly on disable receivers when fetched from
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Outstanding Defects in this Release

- [HNP Carrier]: "Complete on Confirmation" check does not removed on first try.
- HNP Manager crashes on sending message to multiple (i-e more than 20-25) receivers from device
- Crash page occurs after session timeout, if user switches between networks.
- [HNP Manager]: HNP Manager is taking more than a minute to remove Stale Connection.
- [Remote Administration]: Push Settings under Remote Administration are not working.
- [FT Manager]: File Transfer Manager service is available even if License Key does not support HNP Manager.
- [Recipient User]: Same Receiver can be set a Cover By of the same receiver.
- [Recipient User]: Voice Type Receiver must not be allowed to define Alternate Carrier and Voice Enable option.

- [Recipient User]: Some specific receivers gives DB exception when they are assigned in Recipient User Device.
- If a Receiver is assigned in Recipient User Device List from admin panel then its Not Available schedule is not imported.
- [IEUtility.exe]: IEUtility.exe aborted the operation when a Not Available Receiver with schedule is imported twice.
- [IEUtility.exe]: If Receiver are exported through IEUtility.exe which are Disable with schedule then they are shown as Available when imported.
- Not Available Receiver can be set as a Cover By using Mobile App Client.
- If Receiver status is "Not Available" then Receiver's Not Available History doesn't show its disable schedule unless the receiver status is set to Available.
- IEUtility does not retain the Two-Way Response Monitoring Timeout in 2 Way HNP Carrier. It resets to Default.
- [IEUtility]: IEUtility does not retain the settings for HNP Carrier.
- [SIP 2 way carrier - IE 8] Clicking the register user checkbox does not show the SIP registrant URI field until the focus is changed
- [SIP Text]: If message length exceeds 1450 characters then message is not received on client although it is shown completed on reports.
- [Consume Webservice] Wrong message is displayed, when user confirms any message.
- [Consume Webservice] Proper department name is not displayed when user query any receiver group.
- [XMPP Carrier]: Remove 'Facebook Messenger' profile from XMPP Carrier.
- [REST API Sandbox]: Department Description displays Hex Code of | and ' characters when added from Rest API.
- [REST API SandBox]: On 'ModifyUser', User can be modified without an email.

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	408-395-5404
Customer Support Portal System	http://portal.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.

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.