



RELEASE NOTES

Linux HipLink 5.6

(Build # 5.6.4.316)

Supported Platform

- CentOS 7 (and above) – 64-bit
- RHEL 7 (and above) – 64-bit
- 32 BIT Operating Systems are NOT supported.

System Requirements

Low-End/Training System:

- CPU: 2-4 core processor
- 2GB to 4GB RAM
- High-speed HDD
- Gigabit Ethernet and high-speed Internet

Minimum Production System:

- CPU: 4 core processor
- 4GB-8GB RAM
- Enterprise-grade HDD
- Gigabit Ethernet and high-speed Internet

Recommended Production System:

- CPU: 8-12 core processor
- 8GB to 16GB RAM
- Enterprise-grade HDD or SSD
- 10 Gigabit Ethernet and high-speed Internet

High-Performance Production System:

- CPU: 12-16 core processor
Could be higher for extremely high usage systems
- 24GB to 32GB RAM
- Two Enterprise-grade HDDs or SSDs
 - Implement RAID-1 mirroring
- 10 Gigabit Ethernet and high-speed Internet

Deployment

Installation Steps

NOTE: For pre-5.0 installations, this build is upgradable from 4.7 Linux build 4.7.1113 and above only. In case target environment has earlier HipLink versions installed, user must first upgrade to build 4.7.1113 before running this installer.

Pre-Requisite:

- Set the server machine a valid hostname (e.g. linux.hiplink.com)
- Add the entry of machine IP along with machine hostname in the file `/etc/hosts` (e.g. `10.164.3.184 linux.hiplink.com`)

1. Copy the file of the installer of build `Linux_HipLink_5.6.4.316.tar.gz` to a suitable location (e.g. `/usr/linux-build`)
2. Navigate to the directory where installer is copied
3. Extract the installer by the command `tar -zxvf Linux_HipLink_5.6.4.316.tar.gz`
4. Run the installer by the command `./installer.sh`
5. Follow on-screen instructions

NOTE: Refer to the “**HipLink 5.0 Linux Installation & Upgrade Guide**” (provided separately) for a detailed and step by step guideline of both fresh installation as well as upgrade procedure.

Important Note:

Linux installations are by default performed on directory path **/usr/local/hiplink**. In case user selects a custom directory path for installation, then user would need to ensure that all the parent directories of the install directory have their ownership set to the user account provided during installation e.g. if the user selects install path as **/custom/installation/hl_install**, and the user account provided during installation was **daemon**, then all the 3 directories **custom**, **installation** and **hl_install** must have their ownership assigned to **daemon** user before the installation begins.

Removal Steps

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

- Stop all running services.
- Terminate all user sessions.
- 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 **/usr/local/hiplink**
- Run the command to stop HipLink web services -> **service hiplink stop**
- Verify all HipLink services have been stopped through command -> **ps -ef | grep hiplink**
- Remove the following directories / files:
 1. **/etc/init.d/hiplink**
 2. **/usr/local/hiplink**
 3. **/etc/hiplink***
 4. **/usr/lib/hiplink**
 5. **/usr/lib64/hiplink/**
 6. **/etc/ld.so.conf.d/hiplink***

NOTE: In case the installation is done on user defined directory path, above directory / file paths would need to be modified accordingly.

Compatible Desktop Browsers

- Microsoft Internet Explorer version 11
- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari (On Mac only)

New Features & Enhancements

HIPLINK MOBILE ENHANCEMENTS

- **HipLink Mobile location tracking support for mobile clients**
Ability for HipLink Mobile devices to have their location shown on a map along with other individuals in the call-out who confirm a message. Tracking will include the location of the incident and the devices that have confirmed showing progress in real-time as everyone moves towards the destination. Messages with location attached can be sent from the Primary Send Panel as well as through HipLink Gateways and REST & HTTP APIs. Location can be any or all of the following:
 - (a) Place Name
 - (b) Address
 - (c) Cross street
 - (d) City
 - (e) Latitude
 - (f) Longitude

SUPPORT FOR DYNAMIC BROADCAST GROUPS

Users can now define a Broadcast group as a *Dynamic Group* that is populated based on any criteria from the Receiver setup. This includes defining conditions that are met for the Receiver Name, anything in the Description field, Assigned Owner, the Carrier or the Department. The group will automatically update as receivers are created or modified.

SEARCH FILTER ON THE GROUP MEMBERS PANEL

A search feature has been added on Groups Members panel for all group types allowing the User to do a global search of Receivers based on keywords. This will allow the User to find and add group members more efficiently.

SECURITY FEATURES

- **User Account Lock-up configurable through Global Settings**
User account lockup upon invalid login attempts is configurable through Global Settings letting the Administrator determine the threshold.
- **Disallowing the Use of Previously Used Passwords**
The Administrator can define the number of previously used passwords that can't be used when a User is making a password change. This feature is fully configurable in Global Settings and is important for security and regulatory compliance.

ENHANCEMENT TO MESSAGE TEMPLATES TO LOCK RECIPIENTS

An option has been added when creating a message template that allows the template creator to lock the recipients defined so they can't be removed when sending a message. This change applies to both the HipLink send panels as well as HipLink Mobile.

ALARM & EMAIL GATEWAY ENHANCEMENT TO SUPPORT DEFINING MESSAGE SEVERITY FOR MESSAGES

Support has been added in Email Gateway & Alarm Gateway to generate messages with any of the five severity levels NORMAL, IMPORTANT, WARNING, CRITICAL, and EMERGENCY.

MODIFICATION IN NESTED ESCALATION WORKFLOW

If a group has multiple Escalation Groups nested inside it, then each Escalation Group is treated as a stand-alone escalation chain. The escalation will only stop if a member of that particular Escalation Group confirms the message.

NEW REPORTS STATUS FOR EXPIRED HIPLINK MOBILE MESSAGES

HipLink Mobile messages that cannot be delivered to targeted devices due to device unavailability, network issues, or User error are now shown on reports panel with the status Failed: Expired final and are highlighted in a sky-blue color. This will distinguish these from other failed messages shown in red.

IPAWS UPDATES FOR COMPATIBILITY WITH VERSION 3.10

The HipLink IPAWS Module has been modified to comply with new requirements issued by FEMA. This release will make the module compatible with IPAWS version 3.10 scheduled for release in May of 2019.

Changes Include:

- New emergency alert types for WEA designed for non-life-threatening public safety concerns
- Handling of IPAWS Gateway response in case more than 31 FIPS codes are added in a message
- Handling of response error code for certain special characters included in URL WEA alerts
- Handling of tighter validation algorithms in the digital signature
- Updated Alert Message Status' for error codes returned
- New event codes for NWS in HipLink IPAWS send panel

Major Defects Fixed in this Release

- Fixed random crash in services making connections on TCP/IP socket.
- Updated tool chain and libraries for support latest standards of C++

Outstanding Defects in this Release

- No permissions of IPAWS module are present in WebService API Sand Box while adding new user group
- HNP module needs to be reconfigured after upgrade from 4.7

Contacting Customer Support

You can contact HiLink 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 HiLink application through GUI. Click on "Help" button on the top right corner. It opens up a pop-up window rendering the HiLink 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.