



RELEASE NOTES

Linux HipLink 5.10

(Build # 5.10.6.210)

Supported Platform

- CentOS 7 – 64-bit
- RHEL 7 – 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
- 8GB-16GB 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_5.10.6.210.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_5.10.6.210.tar.gz`
4. Run the installer by the command `./installer.sh`
5. Follow on-screen instructions

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. **/etc/systemd/system/hiplink.service**
 3. **/etc/systemd/system/hpd-rabbitmq.service**
 4. **/usr/local/hiplink**
 5. **/etc/hiplink***
 6. **/usr/lib/hiplink**
 7. **/usr/lib64/hiplink/**
 8. **/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

Basic HipLink Mobile

A new Basic version of HipLink Mobile is available for licensing

- This version has reduced functions for receiving and responding the messages only
- It supports the same traceability as Advance HipLink Mobile for delivery and read receipts as well as custom ring tones and overriding the silent button.
- It is a replacement for a standard SMS text receiver

Advanced HipLink Mobile

- **Quick Alerts**
 - Save time with custom, pre-typed alert templates for frequent or fast use
 - Users can create, send, and manage alerts from the main menu
 - Up to 3 Quick Alerts can be set as "App Shortcuts" to send alerts directly from the Home screen without opening the application
- **Quick Responses**
 - Save time with custom, pre-defined messages to use for specific but repetitive inquiries in chat messages.
 - These messages are configurable from App Settings
- **Contact Screen Enhancements**
 - Contacts are now shown in lists for "Individuals" and "Groups" for quick access
 - A new Receiver Attributes filter on "Individuals" tab - Receiver attributes added as Quick filters on "Individuals" tab, and this can be Enabled/Disabled from App Settings. This is dependent on licensing and being enabled from Global Settings
 - On the Group tab, groups can be filtered by type using quick filters. This can be Enabled/Disabled from App Settings.

Receiver Attributes filter feature requires 5.10 or above version to function, all other features are compatible with 5.9.

MOBILE USER GROUP – New Permission Classification

The User Group functionality has been enhanced to support a new type for HipLink Mobile. This new Mobile User Group defines the level of access a HipLink Mobile receiver will have at the server level and like the standard User Group, all members will inherit the same permissions and/or HipLink Mobile features.

- Administrators can create any number of new Mobile User Groups, in addition to the predefined Default Mobile User Group.
- All Mobile User Groups are displayed as entries in the drop-down field on HipLink Mobile Receiver Add/Edit page as opposed to assigning a User.
- In addition to that, Department permissions, Template access, Response Action access, General Policy definitions, and other Misc. Settings for the mobile Client are now controlled from Mobile User Group.

For existing customers with HipLink Mobile permissioned there is a conversion process that converts HipLink Mobile accounts to the new User Group structure. Existing General Policy will be converted and existing User signature will be applied to the HipLink Mobile Receiver

SECURITY FEATURES

User Lockout Policy enhancements

Two new sections have been added to Global Setting's Session Tab.

- **User account lockout**
 - Invalid User login attempt lockout is configurable through Global Settings letting the Administrator define the threshold
 - The system administrator and/or the user can be alerted when a User account is locked out
 - An account that has been locked out is shown in the "Locked Out" status on the User Panel and it can be "Enabled/unlocked" again
- **IP address lockout**
 - User's IP address lockup upon invalid login attempts is configurable through Global Settings letting the Administrator determine the threshold
 - The system administrator and/or the user can be alerted when a user account is locked out

HipLink Mobile Password Policy UI

HipLink Mobile Receiver Password Policy section has been added to Global Setting's Session tab which will allow administrators to configure HipLink Mobile password policy settings.

RABBITMQ INTEGRATION WITH HIPLINK

RabbitMQ has been integrated with HipLink, which will make HipLink more effective in terms of overall performance and load management. This solution will overcome our scalability requirements and will make the product future-proof to support increase in data volume.

Phase one of the integration has been completed which includes migration of Push mechanism to RabbitMQ. In QA testing the performance difference is more than double. Remaining services will be moved to RabbitMQ in the future releases.

COMPLAINE-BASED AUDIT LOGS

Regulatory compliance-based Audit logs have been implemented throughout HipLink server. All type of events, User's actions, configuration and database update logs are now maintained. Following information will be available in logs:

- Date of the event and its time of occurrence
- Information about the component of the information system where the event occurred.
- Type of the event occurred
- Subject/user identity.
- The outcome of the event- either success or failure

IPAWS ENHANCEMENT

The HipLink IPAWS Module has been modified to comply with the new release and requirements issued by FEMA.

Changes Included:

- Support for IPAWS 4.0 has been added
- Public channel has been removed
- Added Short WEA Message and Long WEA Message field on IPAWS send panel
- A new drop-down filter has been added to filter out outgoing message and incoming messages on IPAWS Inbox panel
- Abort message functionality has been moved to IPAWS Inbox screen

QUICK SEND ENHANCEMENTS

Ability to enter or paste multiple recipient PINs for each carrier in Quick Send Panel has been added. Total pin count appears against the PIN field.

IE UTILITY ENHANCEMENTS

Several enhancements have been made to IE utility which include:

- Ability to delete a record
 - Two special characters “?#” are defined as a delete prefix that is added to the record in the import file
 - If the system detects the record starts with these two characters, then the record is deleted from the system
- Support to import Advanced Messaging data in receiver records has been added
- Support for Importing & Exporting Receiver Attributes in receiver records has been added

DETAILED REPORTS ENHANCEMENTS

Two new columns have been added in the detailed reports

- First Name: Will show the first name of the receiver, if present.
- Last Name: Will show the last name of the receiver, if present.

TLS VERSION DROP DOWN

“TLS version” drop down has added which will let user to select TLS version (1.0, 1.1, and 1.2).

Following are the screen where the TLS drop down is available:

- Global Settings > Email Server tab.
- Email Gateway page.
- Post installation setup wizard > HipLink Setting page.

RECEIVER GROUP SUPPORT ON QUOTA SEND PANEL

Receiver group support has been added on quota send panel. On selecting group, its group members will expand and user can send quota message to selected receivers.

ALARM NOTIFICATION GATEWAY ENHANCEMENT

Two new fields has been added on Alarm Notification Gateway profile screen.

- Ability to enter or paste multiple recipient PINs has been added
- Ability to enter subject has been added.

LDAP ENHANCEMENT TO SUPPORT MOBILE USER GROUP

LDAP has been enhanced to include mobile user groups. User can define mappings for mobile user group in the LDAP. Two new tabs has been added:

- Mobile user group parameter – User can define mobile user group parameters mapping.
- Group Mappings – User can map LDAP groups to HipLink mobile user groups so that all the user belong to that LDAP group can have permissions as same as mapped HipLink group.

Issues fixed in this Release

- Changed default TLS version from 1.0 to 1.2
- Changed HipLink Mobile Fallback dispatch mechanism
- Handling of crash due malformed misc. settings in receiver records
- Fix has been made to allow apostrophe in receiver's email field.
- Fix has been made in the response CC mechanism.

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.