



# RELEASE NOTES

## Windows HipLink 5.11

(Build# 5.11.4.103)

### Supported Platforms

- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 and 2012 R2
- Windows 10 – 64 bit
- 32-bit editions of Windows are NOT supported

### System Requirements

#### Low-End/Training System:

- CPU: 2-4 cores (physical) / 2-4 vCPUs (virtual)
- 4GB to 8GB RAM
- High-speed HDD
- High-speed network and Internet connection
- Windows Server 2019/2022 operating system

#### Minimum Production System:

- CPU: 4 cores (physical) / 4 vCPUs (virtual)
- 8GB RAM
- Enterprise-grade HDD or SSD
- High-speed network and Internet connection
- Windows Server 2019/2022 operating system

#### Recommended Production System:

- CPU: 8-12 cores (physical) / 8-12 vCPUs (virtual)
- 8GB to 16GB RAM
- Enterprise-grade HDD or SSD
  - *Implement RAID-1 mirroring*
- High-speed network and Internet connection
- Windows Server 2019/2022 operating system

#### High-Performance Production System:

- CPU: 12-16 cores (physical) / 12-16 vCPUs (virtual)  
*Could be higher for extremely high usage systems*
- 24GB to 32GB RAM
- Two Enterprise-grade HDDs or SSDs
  - *Implement RAID-1 mirroring*
- High-speed network and Internet connection
- Windows Server 2019/2022 operating system

### Deployment

#### Installation Steps

##### For upgrading from previous version:

*(Note: This build is upgradable only from build 4.7.1060 and above)*

- Login into HipLink with admin credentials
- Stop all running services from the HipLink Services Panel.
- Logout of HipLink
- Stop the IIS Web Server service [World Wide Web Publishing Service (W3SVC)]
- Make a copy of the entire 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.)
  - Extract the HipLink build (WIN\_HL\_5\_11\_Installer\_5.11.4.103.zip)
- Run the HL-5.11-Setup.exe file with the "Run as administrator" option
- Follow the on-screen instructions and select the "Upgrade" option when prompted

**After Upgrade:**

1. Update HTTPS binding in IIS Manager (if HipLink is deployed on HTTPS)
2. Update ca-bundle.crt (if any private CA root and/or intermediate certificates are required)
3. Restart IIS (e.g., by "IISReset" command)
4. Verify from Windows Services Panel that the service "HPD-MaintenanceManager" is **NOT** running
5. Completely clear Web Browser cache
6. Login and navigate to HipLink Services Panel and verify that all relevant services are running

**For a fresh install:**

1. Make sure that IIS has been installed with all of its required components. Please follow the respective IIS Guide for configuration of IIS 7.5, IIS 8.0 & IIS 8.5, or IIS 10
2. Extract the HipLink build (WIN\_HL\_5\_11\_Installer\_5.11.4.103.zip) into any directory
3. Run the HL-5.11-Setup.exe file with the "Run as administrator" option
4. Follow the on-screen instructions to install HipLink

**Important Notes:**

- For installing this build fresh or upgrading from a previous version, currently the user is required to turn **OFF** the machine "User Access Control (UAC)", OR running the installer by right clicking -> Run as Administrator.
- This build is only supported on IIS Webserver. In case the pre-upgrade build is deployed on Apache Webserver, then user would first need to follow "Apache to IIS Webserver Migration Steps" as given in its associated document.

## 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 C:\Program Files\HipLink Software\HipLink or C:\Program Files(x86)\HipLink Software\HipLink
- Go to Windows -> Control Panel -> Add/ Remove Programs
- Select HipLink 5.11 from the list of installed programs, and uninstall

## Compatible Desktop Browsers

- Microsoft Internet Explorer version 11 (*versions 8, 9, or 10 are NOT supported*)
- Google Chrome (latest version)
- Mozilla Firefox (latest version)
- Microsoft Edge (latest version)
- Apple Safari (Only on Mac)

## New Features & Enhancements

### SMS DESKTOP CHAT

A new optional 'Send Type' has been added that supports Desktop SMS Chat from the GUI Interface with a full Inbox to manage conversations. The SMS Chat Send Panel allows two-way text conversations with any phone number from the GUI and is based on permissions assigned in the User Group. In addition to the send panel, a full settings panel visible to sysAdmin Users, enables the feature with configuration options.

The delivery status of every message is kept up to date in the interface with features to export the data. This conversational texting feature enables organizations to have engaging real-time conversations with employees, patients, the public, customers, candidates, or any other use case.

### BULK RECEIVER UPDATE

The ability to update multiple receivers at the same time has been added to the Receivers Panel. After selecting receiver(s) via the checkbox and clicking the UPDATE button, a popup will open where the User can update following fields of multiple receivers all at once

- Time zone
- Department
- Email CC checkbox
- Email Failover checkbox
- Receiver Type
- Primary Carrier
- Authentication Type
- Mobile User Group

### GLOBAL SETTINGS AND SECURITY ENHANCEMENTS

#### Pop-up Screen upon Login

Two fields have been added to Global Setting' Common Tab

- If the **Display Welcome Message** is selected '**YES**', then users can add a customized message that will be shown upon login. This can be instruction or for legal compliance purposes.
- If the **display welcome message** is selected '**NO**', then the welcome message text field will be disabled, and no popup screen will appear on login.

#### New User Password Policy options in the Global Settings Session tab

##### Forced Password Change, for HipLink GUI Use

- for HipLink GUI login Users, if the "enforce password reset on first login" option is selected '**YES**', then at first login a password change window will pop-up.
- If the "enforce password reset on first login" option is '**NO**', then there will be no password change pop-up.

##### Disallow Username and Product name in password

- Through Global Settings, the admin can control and disallow a login User from creating a password that contains their Username or a product name for security purposes or compliance with policy.

**Enable banned passwords validation**

- has been added through which Administrator can restrict users to not use most common words as password.

**Dynamic Email CC and Email Failover Subject Field**

Two new fields have been added to Global Setting' Receiver Tab.

- Users can add customized Email CC message subject, via Global Settings.
- Users can add customized Email Failover message subject, via Global Settings.

**Dynamic Email CC and Email Failover Message Body Field**

Two new fields have been added to Global Setting' Receiver Tab

- Users can add customized Email CC message body, via Global Settings
- Users can add customized Email Failover message body, via Global Settings

By default, text for email cc and email failover message fields is [message]; on run-time, the actual email body replaces it. In case of Email CC subject field, the text would be "Email Copy Message from HipLink" and in case of Failover Email subject field, this text would be "Failed-Over Message from HipLink".

**HIPLINK MOBILE ENHANCEMENTS****NEW FUNCTIONALITY****Location Map for Active Users:**

- Location Map from the app menu displays the live location of HipLink Mobile receivers who have shared their location
- There is a Receiver List available showing everyone is a list format
- The Map feature displays the statuses as Active and Inactive
  - Active shows the HL Mobile devices who have shared their live location in the last 5 minutes.
  - Inactive shows the previous location if it has been idle for over 5 minutes or if the User turned off the location sharing from the application

**Reply All Icon on Sent Alert Detail Screen:**

For messages sent from the app, a "Reply all" icon is available on sent detail screen. This allows the User to quickly send a follow-up message to all the original participants. When the icon is clicked, a new alert screen will open with all the original participants with details from the original message and the User can add more information and send. This is a similar workflow to email reply all.

**Support For Alternate 2-way Reply Types:**

When creating a new alert, the user can add a custom, 2-way reply response choices other than default "Confirm" and "Refuse" responses. These custom options can be defined as confirmation or rejection actions to take advantage of color coding or other functions.

**Support For Subject Field on Template Screen:**

'Subject' field has been added on template screen. The subject will be populated from the HipLink Server template's subject field.

**Custom 2-Way "Response Choice Group"**

A User can create a series of custom, 2-way responses and save them as a "Response Choice Group". Examples might be a series of 3 ETA responses that result in a confirmation and one that is "Not Available" and shows as a rejection.

This collection of response choices can be used in "Compose Alert" screen to quickly add multiple response choices to an alert. It's still optional to select reply type response action against a response choice of group. Custom response choice groups are defined in the Settings screen.

**HIPLINK MOBILE DISPLAY OR USE ENHANCEMENTS****View HipLink Mobile Users Location on a Map from GUI**

View HipLink mobile location panel has been added under **Send** Panel. User can view the live location of the HipLink Mobile device. The interface consists of two legends:

- **Active** shows that the HL Mobile device shared its live location in the last 5 minutes
- **Inactive** shows that the HL Mobile device has not shared its live location for over 5 minutes or it has turned off the location sharing from the application

The location viewing capability is controlled by User permissions

**Option to Show a Consolidated Response History on the Alert Detail Screen:**

On Alert detail screen the User has the option to keep the current ribbon on the bottom of the screen that can be clicked for status or to have the alert status history show directly on the bottom of the Alert Screen.

The Consolidated view can be enabled or disabled in *Settings > General Settings > Show Consolidated Response History* using the toggle button.

**Color Coded Response Buttons on the Received Alert Screen**

The large buttons that show when a User gets a new alert now have the option of being color coded based on the type of response, confirmation or rejection.

Color Codes are:

- For options defined as a confirmation, the button is green
- For options defined as a refusal, the button is red
- For custom responses the button is still the original blue

**Color Code Responses on Alert Status Screen:**

The interface for the status or response history for alert details has been revamped. Instead, the status bar button for "Confirm", "Rejected" and "Custom Response" has now been changed to color coded response icons.

- “Green Circle” indicates confirmation responses
- “Red Circle” indicates rejected responses
- “Blue Circle” indicates custom responses
- “Grey Circle” indicates no response

#### **Simplified Option Selection:**

The option selection for various fields has been modified from picker with a wheel to larger, easier to select action sheet. Now user can easily pick things like severity of alert on “New Alert” screen.

### **HIPLINK MOBILE SECURITY & MANAGEMENT**

#### **HipLink Mobile User Password Policy Enhancements**

- **Disallow username and product name in password** is configurable through Global Settings, letting the Administrator to disallow the users save password containing username or Product name.
- **Enable banned passwords validation** has been added through which Administrator can restrict users to not use most common words as password.

#### **Automatically Remove Idle/Junk Android Activations from Server**

Support for the ability to detect and remove Android device activations from the server if users have uninstalled the app from the device.

### **HIPLINK MOBILE PERFORMANCE AND SCALABILITY ENHANCEMENTS**

Major enhancements have been built into this version to make HipLink Mobile more effective in terms of overall performance and load management, overcome any potential current and future scalability requirements, and support increase in data volume without negatively impacting performance.

Built on top of state-of-the-art RabbitMQ message-queueing solution, the following services have been added to use the new technology.

- HipLink Mobile Push Notification
  - Manages sending push notification to HipLink Mobile devices
- HipLink Mobile Manager
  - Manages HipLink Mobile sessions
  - Manages settings and permissions updates pushed to HipLink Mobile devices

### **HCCTP – CARRIER ENHANCEMENT TO RESEND MESSAGES ON DELIVERY FAILURE**

Resend messages on delivery failure support have been added to the HCCTP 1-way and HCCTP 2-way carriers. If a sent message fails, then the message will be resent again by the number of attempts selected on delivery failure. In the HRC Report Panel, Retry Attempts will display.

### **SCHEDULE QUEUE PANEL ENHANCEMENTS**

#### **Queue Display Enhancements**

Two new columns have been added in the schedule queue panel

- Schedule Date/Days showing the scheduled date/days of a scheduled messages
- Schedule Time showing the scheduled time of a scheduled message

### **Edit Schedule Queue Messages**

From the Schedule Queue Panel, a User can edit the schedule message file. Once the scheduled message has been sent, the user can update the day/date/time of the schedule message from the schedule queue panel, and the message will be sent as per the updated day/date/time

### **FILTERS PANEL ENHANCEMENT**

#### **Added Severity Field in Transform Filter Action**

'Message Severity' field has been added in the transform filter action of both the Message filter and API filter. The transformed alert is sent according to the severity provided in the message severity field. The severity values are normal, Important, Critical, Warning, and Emergency.

### **EMAIL GATEWAY ENHANCEMENTS**

#### **Added SSL/TLS Support in POP Protocol**

SSL/TLS option has been added in the POP mode to provide support for using TLS based encrypted transport to receive emails from an email account via POP3 protocol. This allows the Email Gateway to process these emails securely, and dispatch them as messages through HipLink.

## Issues fixed in this Release

- Crash issue has been fixed on SMS Chat Send Panel.
- Department, Carrier, Protocol, and Pin columns sorting issue has been fixed on receiver's panel.
- Fixes has been made on the receiver panel regarding bulk receiver update functionality.

## Contacting Customer Support

You can contact HipLink customer support at the following times and with the following methods:

Time	Monday through Friday 7:00 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	408-399-0001
Fax	408-904-7699
Customer Support Portal System	<a href="http://portal.hiplink.com">http://portal.hiplink.com</a>

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.