



# RELEASE NOTES

## Windows HipLink 5.13

(Build# 5.13.1.91)

### Supported Platforms

- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows 11 – 64 bit
- 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\_13\_Installer\_5.13.1.91.zip)
- Run the HL-5.13-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\_13\_Installer\_5.13.1.91.zip) into any directory
3. Run the HL-5.13-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 5.13 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

### HIPTXT+ SMS DESKTOP CHAT ENHANCEMENTS

#### Support for using Message Templates

Message templates are available for use in HipText+, the HipLink SMS desktop chat interface. Users can define and send messages using the Message Template functions for content that is used often. This is in addition to Canned Responses.

#### MMS Support for Outgoing Messages

While being able to receive MMS messages was already implemented, the ability to *send* pictures and videos has been added in HipText+ interface. The User has a choice to send pictures/videos and send with or without a caption.

### NEW MESSAGING PROTOCOL FOR REST

Representational state Transfer (REST) protocol has been added under the messenger's web category. When a client request is made via a RESTful API, it transfers a representation of the state of the resource to the requester or endpoint. HipLink REST messengers support this information to be delivered via HTTP in one of the several formats including XML (extensible Markup Language), JSON (JavaScript Object Notation), or plain text.

### SAVING A FILTERED VIEW IN ANY GRID

Users can apply filters on grids throughout HipLink to see records that match the filter in the system. The filters will remain persistent even if the user navigates back from another web page until cleared.

### MESSAGE TEMPLATE EXECUTION FROM REST API

Support to use of message templates in Standard Message, Quick Message, and Web Signup Message operations. Now users can send messages using a defined Message Template from the REST API.

### CONFIDENTIAL MESSAGES IN DECRYPTED FORM IN REPORTS PANEL

Users that have permissioning granted to view confidential messages can now see the messages in decrypted form under the message column of Detailed/Archive Report panels.

### TEMPLATE NAME IS SHOWN IN REPORTS PANEL

An optional *Template* column has been added in the Detailed/Archived Report Panel. The template column will display the message template name if an alert is sent using a template. This feature is for a template used from any send panel or from HipLink Mobile.

### SMTP SENDER EMAIL ENHANCEMENT

The email address to be used in the FROM field has been added in Global Settings and SMTP Carrier definitions which allows a User to select the FROM email address the recipient will see when they receive the SMTP alert/notification.

### EXPORTING DELETED RECEIVERS AND RECIPIENT GROUPS IN IEUTILITY

A User can export deleted receivers and recipient groups by executing the IEUtility export operation.

## HIPLINK MOBILE ENHANCEMENTS

### NEW FUNCTIONALITY

#### **Auto-sync Contacts on app launch**

Contacts will auto-sync when a user launches the app either from the app icon, from a notification center, from a message/alert notification, or from quick alert shortcuts.

#### **Call Option on Long Tap the Received Message**

User is able to make a call on long tap the received message.

#### **Feedback Page**

A feedback section has been added under the help screen page that allows the user to send application feedback to our support team.

#### **Message Keyword Replacement with Chat Keyword**

Message keyword has been replaced with the Chat keyword throughout the application.

## HIPLINK DESKTOP ENHANCEMENTS

### NEW FUNCTIONALITY

#### **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

#### **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 checkbox button.

#### **Option to Forward Send/Received Alert:**

A forward option has been added to forward the same message to new participants.

#### **Real-Time Mapping:**

User is able to receive location alerts with a map attached to the detail view. It shows a map with the target location marked, and the user's current location.

## IPAWS ENHANCEMENTS

### **Save an Alert as a Template Including Map Selection**

The ability to save, edit, and delete the IPAWS Alert Templates has been added to the IPAWS Send Panel. Users can name and create an alert in advance with any or all of the parameters selected including the map location and save it for future use. To send the User simply selects the saved template and makes any changes required before sending. This can make sending a message much faster.

### **Update a Sent Alert**

An update icon has been added in the IPAWS Inbox panel that allows a User to update a sent IPAWS alert. When updating the User can modify content as required.

### **Resend Panel Shows IPAWS Alerts**

In addition to the Standard and GIS message types, a permissioned user can now look up and resend an IPAWS Alert. All sent IPAWS alerts will be shown in Resend Panel for action.

### **UI Changes on IPAWS Send Panel**

Certain heading changes were updated to avoid confusion. The Alert keyword was replaced with the Heading keyword in the alert message details section of IPAWS send. There are also hover text icons for all headings for easy reference of definition. The long WEA message character limit has been increased to 360 per new FEMA guidelines.

### **List of FIPS Codes & Multiple Code Selection**

All FIPS codes that are configured and permissioned in the organization's COG ID in the Profile are listed in the Primary Area box of IPAWS Send panel with the selection checkbox for easy selection. Users can select more than one FIPS code from the list under the Primary Area of the IPAWS send panel or just a specific one.

### **Public Safety and Imminent Threat Combined into One Category**

The User is able to see the combined list of imminent threats and Public Safety under the event code dropdown menu. This is shown whether the User has selected the imminent threat or Public safety in the WEA handling dropdown.

### **Map Selection Popup Resizable**

Increase or decrease size button has been added to the map selection popup to increase/decrease the map size.

## SECURITY UPDATES - UPGRADED MAJOR THIRD-PARTY LIBRARIES

SQLite3 to v3.43.2  
OpenSSL to v3.1.3  
libcURL to v8.4.0  
nghttp2 to v1.57.0  
zlib to v1.3

## Issues fixed in this Release

- IEUtility| Action name column value is not populating in VOIP Carrier while exporting Carrier.csv issue has been fixed.
- Fixes have been made on SMS chat send panel regarding canned responses.
- Fixes have been made on Opencode setting panel regarding saving the Base URL, Salt, and Username values.
- Fixes have been made on GIS send panel regarding map loading through resend panel.

## Contacting Customer Support

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

<b>Time</b>	Monday through Friday 7:00 a.m. to 5:00 p.m. Pacific Standard Time (PST) Excluding U.S. holidays.
<b>Email</b>	<a href="mailto:support@hiplink.com">support@hiplink.com</a>
<b>Phone</b>	408-399-0001
<b>Fax</b>	408-904-7699
<b>Customer Support Portal System</b>	<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.