



RELEASE NOTES

Windows HipLink 5.13

(Build# 5.13.4.164)

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)
- 16GB RAM or More
- 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

- **ODBC driver 18 for SQL server has been installed (for Enterprise version only)**
 - ❖ If it's not installed, download and install the ODBC driver 18 for SQL server from Here: <https://learn.microsoft.com/en-us/sql/connect/odbc/download-odbc-driver-for-sql-server?view=sql-server-ver16>. Choose the x64 version only for 64-bit systems.

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_5.13.4.164.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_5.13.4.164.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.

EMAIL SUFFIX FIELD IN LDAP SETTING

Adding new 'Email Suffix' field in LDAP Setting Panel under both User Parameters and Receiver Parameters. Enabling greater customization and flexibility in configuring email domains for users and receivers imported through LDAP.

TLS 1.3 VERSION SELECTION ALLOWED

We are excited to introduce support for TLS 1.3 version on the HipLink system, enhancing security and encryption protocols for all email communications. For cases of a mixed TLS environment, a "TLS version" drop-down lets the User select version (1.0, 1.1, 1.2, 1.3, and Any [Highest]). Following are the screens where the TLS drop down is available:

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

On selecting the Any [Highest TLS Version], it will automatically negotiate the highest TLS version available attempting TLS v1.3, and fallback to a lower version TLS v1.2, TLS v.1.1 or TLS v1.0 based on the other end of the communication node accordingly.

In the case of HNP Manager, only TLS v1.3 and TLS v1.2 are supported, and any lower versions will not be allowed.

EMAIL GATEWAY HTML CONTENT SUPPORT

Email Gateway now supports HTML content in emails, such that if the encompassing MIME envelope does not contain a plain text part included, the HTML part will be used and HTML-to-text conversion will be performed, which will be then used as the HipLink message text.

User is allow to enable/disable the checkbox of **Enable HTML to plain-text conversion**.

DATABASE OPERATION AUDIT LOG ENHANCEMENT

Tracking user ID on all data operations including adding, updating and deleting records for Receivers and Recipient Groups.

USER GROUP PERMISSION ENHANCEMENT FOR NON-DEPARTMENT

Following new User Group permissions have been added under the System tab in the case of non-department license.

- View Receivers
- View Recipient Groups
- Modify Recipient Group Members

Global Setting Enhancement: Disable Welcome Message

checkbox field have been added to Global Setting' Common Tab

- If the **Allow user to disable welcome message** is selected '**YES**', then users have permission to disable welcome message and no popup screen will appear on login.
- If the **Allow user to disable welcome message** is selected '**NO**', then users doesn't have permission to disable the welcome message, upon login welcome popup screen will always appear.

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.

Sent Time Column Enhancement on IPAWS Inbox

In addition to the existing dropdown options for filtering in 'Sent Time' column, we have introduced new convenient dropdown options for filtering by "Today," "Yesterday," or both "Today & Yesterday" to simplify your data navigation and analysis with streamlined date-filtering capabilities.

Compatibility with IPAWS 4.02.0

Hiplink is now compatible with new version of IPAWS v4.02.0

SECURITY UPDATES - MAJOR THIRD-PARTY LIBRARIES & FRAMEWORKS

RabbitMQ to 3.13.0
 SQLite3 to v3.45.1
 OpenSSL to v3.2.1
 libcurl to v8.5.0
 nghttp2 to v1.59.0
 zlib to v1.3.1

Issues Fixed in This Release

- Checkbox selection after removing the members in Recipient Groups.
- Removed the “Message Type” field because an incorrect message type was appearing in the saved IPAWS Template. Message type is decided when a template is applied and an alert is disseminated.
- Favorite Recipient page, the Subscription group will now show under Broadcast group category.
- Group type will be shown when printing the recipient group members list.
- Archive Report panel regarding Department dropdown alignment.
- In SMS Chat, if an attachment was deleted from the attachment folder, then after previewing that attachment, a corrupted image appeared.
- Subject did not appear when sending a Confidential Message with Subject via Quick Send.
- On-Duty, and Follow-Me group to unarchive the group member schedule.
- Email field is not mandatory while adding/editing User from REST. We have fixed this issue by removing the required field’s validation from the UI, and have applied validations from the backend.
- Assigned owners will now receive notification alerts when adding or removing a guest department in the recipient group.
- Resend panel regarding viewing ArcGIS and System Attendant message details.
- Sender email will now appear in the FROM field at the receiver's end when sent through Direct Send.
- Session manager regarding error appearing to send permission to HNP receivers.
- The completed queue panel regarding advanced personalized settings.
- Recipient group panel regarding group members’ availability/unavailability status.
- There was no validation in applying for the License when the receiver's count was less than the allowed device count. However, the issue is fixed.
- The "Add Receiver" page is used to open by accessing the URL even if the receiver limits were already reached. However,
- Users can access the “Add Mobile User Group” page via URL if the support for Advance MUG is disabled in the applied license.
- If "enable sender name on all messages" flag is ON from global settings then user can see sender name on report panel if sending an alert from all gateway panels.
- REST Sandbox regarding the functionality of Timestamp, Sender Name, and Message ID.
- Schedule queue panel regarding schedule setting, user can change the schedule from day to date.
- Edit icon appeared against Recipients groups when the "modify Recipient Groups" permission is OFF on the user group in case of Non-Department LK.
- REST Panel by removing the Advance Messaging checkbox.
- Recipient Name is no longer a mandatory field if the "HNP Alert Broadcast" checkbox is selected for sending a standard message from REST. Validations are now checked from the backend.
- The Mobile User Group column appeared on the Receivers page when a non-MUG license was installed.
- In the case of a Non-Department license, if "add, modify, or delete Receivers" permission is OFF from the user group then users cannot view receivers on receiver panel.
- The license generator regarding unnecessary Mobile user group count validation.
- UI issue is fixed on On-duty and Follow Me group regarding an alignment issue of view icon.
- Firefox browser issue is fixed regarding the confidential checkbox on all Send Panels.
- Archive Report panel by removing the unnecessary filter from the Timestamp column.

- SMS Chat Send Panel by handling special characters in the title name.
- In the case of Secure Web Dispatch, the user was unable to view attached attachments in email CC and email failover alerts.
- GIS send panel regarding the include message ID, include sender name, and include timestamp checkbox.
- Carrier page regarding pin prefix and suffix by handling special characters.
- License generator issue is fixed regarding HNP 2-WAY; HNP Manager, Basic MUG, and Advance MUG support validation.
- An error message will appear if the MUG limits are exceeded when attempting to change the MUG of a receiver via Bulk Update.
- CJIS issue is been fixed by showing ID/Name of the user who added/edited the schedule of members of the Recipient group in the Database Operations logs.
- Schedule queue panel regarding message file creation for deleted receivers and recipient groups.
- SMTP carrier regarding special characters handling.
- VOIP carrier regarding pin prefix and suffix.
- SMS Chat Send Panel regarding message status if attached attachment exceeds the kb limit.
- SMS Chat Send Panel regarding message status if sender number is blocked.
- IEUtility issue is fixed regarding "RECIPIENT GROUP CREATION TIME" column.
- IEUtility issue is fixed regarding the "RECIPIENT GROUP CREATED BY" column if left empty.
- Responses were not received on HNP devices when sent through the Rest API with the Receiver name field.
- hipadm.exe and cli.exe regarding user group permissions.
- Quota send panel regarding expanding the disabled group members.
- Escalation send panel regarding locked participant permission in message template.
- Issue is fixed regarding 'Can export Recipient Group' permission on the user group. In case of a Non-Department License.
- The custom user is now able to update the conditions of the Dynamic group if 'modify Recipient Groups members' permission is ON in the Usergroup of Non-Dept LK.
- The user will not be able to add a recipient group if the "modify Recipient Groups Members Permission." is ON in the Usergroup.
- The API user will able to query the members without requiring the "modify Recipient Groups members" permission.
- HIP ADM issue is fixed by allowing user to add the schedule of the members of the on-duty group without the "add, modify, or delete Recipient Group" permission.
- Issue is fixed in user group by allowing custom user to edit recipient group if the "Manage Recipient Group" permission is ON.
- User group by allowing custom user to change the Membership type of the Broadcast group if the "Modify Recipient Group Members" permission is ON.
- User group by not allowing users to export recipient groups if the required export permission in the Usergroup is OFF. In case of Non-Dept LK.
- User group by showing the Members tab if "add, modify, or delete Recipient Groups" permission is ON.
- Dynamic recipient group by removing the assigned owner option from dropdown list.
- Login issue is fixed after upgrading from Linux 5.3.0.330 to Linux 5.13.3.322.
- Resend panel crashed on resending the attribute messages;
- User is not able to send messages to favorite recipients.
- Sent IPAWS alerts were not appearing in INBOX once the TDL profile was activated.
- UI Issue is fixed on GIS Send panel regarding the checkbox selection.
- Unnecessary messages are shown at the time of receiver creation if the receiver is not added to any Dynamic Group.
- Subject issue is fixed by attaching subject in email cc subject field. In case of confidential messaging.
- Subject issue is fixed by attaching subject in email failover subject field. In case of confidential messaging.
- Fixed issue in Primary send panel by limiting to attaching videos/pictures under voice attachment section.
- Fixed issue in Archive report panel by creating archived reports with huge data size.

- Fixed IEUtility Export operation by allowing exporting large number of records (with deleted receiver and recipient groups).

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	support@hiplink.com
Phone	408-399-0001
Fax	408-904-7699
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.