



RELEASE NOTES

Windows HipLink 5.13.6.208

(Build# 5.13.6.208)

Supported Platforms

- Windows Server 2025
- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows 11 – 64 bit (*Not Recommended*)
- Windows 10 – 64 bit (*Not Recommended*)
- 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 operating system

Minimum Production System:

Not suitable for installations using HipLink Mobile

- CPU: 4 cores (physical) / 4 vCPUs (virtual)
- 8GB RAM
- Enterprise-grade HDD or SSD
- High-speed network and Internet connection
- Windows Server 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 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 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_5.13.6.208.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_5.13.6.208.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

- Google Chrome (latest version)
- Mozilla Firefox (latest version)
- Microsoft Edge (latest version)
- Apple Safari (Only on Mac)

New Features & Enhancements

The following features and enhancements are in addition to the December release of 5.13.4.

SSO INTEGRATION ENHANCEMENTS

Support for SSO with Microsoft Entra ID User

The integration with Microsoft Entra ID for login functionality has been implemented, complementing the existing ADFS login option. Users can authenticate using their Microsoft Entra ID credentials, enabling seamless access to the HipLink Server and HipLink Mobile. This enhancement offers greater flexibility for organizations leveraging Microsoft Entra ID for identity management, ensuring a smooth and secure login experience for Users.

Support for SSO with Okta

The Single Sign-On (SSO) module has been enhanced with the ability to log in to HipLink using Okta credentials. This update allows users to access the HipLink portal seamlessly using their Okta accounts, streamlining the authentication process and improving overall user experience for organizations utilizing Okta as their identity provider.

Support of Mobile User Group Mapping in ADFS

Added support for Mobile Usergroup mapping in the Receiver Mapping configuration of ADFS settings. This enhancement enables ADFS users to authenticate and access the HipLink Mobile application based on their mobile User Group memberships, streamlining mobile login functionality.

HIPLINK MOBILE NEW FUNCTIONALITY & ENHANCEMENTS

NEW FUNCTIONALITY

Support for Microsoft Entra for Single Sign-On (SSO)

HipLink Mobile Users can now authenticate using their Microsoft Entra ID credentials, enabling seamless access to HipLink Mobile.

Support for OKTA for Single Sign-On (SSO)

HipLink Mobile Users can now authenticate using their OKTA credentials, enabling seamless access to HipLink Mobile.

Multiple Login Profile feature

For organizations with more than one instance of HipLink, their HipLink Mobile Users can save both profiles with the new Multiple Login Profile feature. This will allow them to quickly switch between profiles without logging out. Use cases for this include instances with dedicated backup systems that may need to be switched to.

ENHANCEMENTS

Location Tracking Enhancement

From the location map, when you click on someone's PIN location you will now get a pop-up window with profile info. If there's a phone number, the User can click to call them, the User can also launch a chat/alert, or get direction to their current location. User can access same functionality from the People List in the top right of the Location Map to select by name.

Map Enhancement

A User can toggle the current street view to a satellite view on the map. The map used is based on the map setting selected of either the Google or Apple from location map settings.

Convert Alert to Chat Enhancement

All individuals sent the original alert will be listed if the User converts the Alert to a Chat message. The User will be able to edit, add, or delete members as required using an X next to an existing selection to remove them from the session they are creating.

Forward Function Enhancement

When a User clicks on the ellipsis in top menu of an alert or chat, we have added two options for forwarding. They can forward the message as an alert or chat. Both options bring up the contact selection screen.

Chat and Alert icons Replacement

Chat and Alert icons have been replaced with the Bubble and Bell icon throughout the application for easier universal recognition.

ENHANCEMENT OF REPORT PERMISSIONS FOR HIPLINK MOBILE

Non-SysAdmin Users can be given permission to see reports for messages sent to HipLink Mobile receivers in permissioned Mobile User Groups. A new "Mobile User group" tab has been added to User Group settings to enable this functionality. In addition, non-SysAdmin Users can be given permission to view confidential messages in their User Group. The enhanced permissions are automatically retroactive to any messages sent in the past.

UPDATED FIRE CLOUD MESSAGING API SUPPORT

HipLink has implemented support for the new Firebase Cloud Messaging (FCM) HTTP API v1 for sending push notifications to the Hiplink Android Mobile app.

UPDATED HIPLINK MOBILE PUSH NOTIFICATION DETAILS

When a HipLink Mobile User get a text notification that there are pending messages, the text will include the organization name specified in configuration setup reducing confusion about the originating system. This will be particularly useful with the multi-profile feature available in Hiplink Mobile.

WEATHER ALERT ENHANCEMENT

Introduced a "Severity" attribute in the weather profile, allowing alerts to be sent to HipLink Mobile with a severity level different from the default severity configured in the global settings.

SUPPORT FOR TWITTER API v2

Integrated the new X (formerly Twitter) API v2 to enable seamless posting of tweets on the platform through Hiplink.

ADDITION OF EVENT CODE IN IPAWS SEND

A new event code, "Missing and Endangered Person," has been added to the IPAWS Send Event Code dropdown. This option is available when either "Imminent Threat" or "Public Safety" is selected as the WEA Handling option.

SQL SERVER QUERY OPTIMIZATION IN FETCHING LARGE REPORT DATA

Optimized the SQL query for Microsoft SQL Server used to fetch the reports data resulting in a major decrease in the time taken to loads the reports data. This is essential for customers with large amounts of report data.

MESSAGE TEMPLATE ACCESS ENHANCEMENTS

The Templates permissioning has be enhanced so that if a User has permission to a specific Template, it will open in whatever screen they have permission to use regardless of the screen saved in the Edit Template field.

All the templates permissioned in the User Group setup will show and it should only work based on the "Use Templates" permission.

HIPTXT+ ENHANCEMENTS

Expanded the character count limit for HipText+ Desktop SMS canned responses to 300 characters.

Added permissions in the User Group for Users who have access to only HipText+ Desktop SMS Send permissions and not any other Send panel.

Issues Fixed in This Release

- Implemented TCP keep alive option to timely detect and terminate stale socket connection with the HipLink Mobile app.
- Fixed an issue in the IE Utility where the import file would malfunction when updated by MS Excel if it contained a JSON string.
- Resolved an issue where Standard LDAP users were unable to log in when an email suffix was added.
- Fixed a messenger crash issue related to extension-less file attachments, which occurred when sending Email CC and during Email Failover.
- Fixed an issue where the Save and Reset buttons did not appear on the Add/Edit Departments page until a keyword was entered in the Name or Description field.
- Resolved an issue where a receiver was being removed from the member list of disabled recipient groups when the user edited and saved the member receiver.

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.