



RELEASE NOTES

Windows HipLink 6.1.3.114

(Build# 6.1.3.114)

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_6_1_Installer_6.1.3.114.zip)
- Run the HL-6.1-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_6_1_Installer_6.1.3.114.zip) into any directory
3. Run the HL-6.0-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 6.0 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

IPAWS ENHANCEMENTS

Google Maps Support in IPAWS Send

An integration has been added for the IPAWS map selection that allows an agency to use Google Maps as opposed to ESRI for selecting the alert geography. The new integration enables Users to select a location on the map when sending an alert.

The Map Profile tab in IPAWS Settings includes a custom search field that lets users add, edit, or delete Google Map profiles (with the ability to search locations while adding or editing), each storing a selected region and zoom level that automatically loads in IPAWS Send, and users can apply a specific map profile by selecting it within their IPAWS Profile.

EAS Audio Recording Feature

An EAS (Emergency Alert System) Audio Recording feature has been added to IPAWS Send, allowing users to record or upload audio files (.mp3 or .wav) for IPAWS alerts in both English and Spanish languages.

Addition of Text-to-Speech (TTS) Support in IPAWS Send

A Text-to-Speech (TTS) feature has been added to IPAWS Send for the Alert Details fields. This functionality supports both English and Spanish, and the generated speech is automatically included as an audio attachment in the IPAWS alert.

Addition of English-to-Spanish Translation Support in IPAWS Send

English-to-Spanish translation support has been added to IPAWS Send, enabling users to translate the English Alert Details fields into their corresponding Spanish fields as a draft with a single click.

Addition of "Enabled by Default" Option for IPAWS Channels in IPAWS Profile

An "Enabled by Default" checkbox has been added to the IPAWS Profile, allowing users to manage which allowed channels are automatically enabled or disabled by default when first launching the IPAWS Send.

Support of Multiple IPAWS Profiles Based on User Groups Permissions

The User Group feature has been enhanced with a new IPAWS Profiles tab that lists all existing IPAWS Profiles with permission checkboxes for Manage IPAWS Settings, Access IPAWS Send, and View IPAWS Messaging Feed, allowing admins to assign one or more profiles with the respective permissions and select a Default Profile for the group.

IPAWS Profile Switching from Send Screen

Users can now change the active IPAWS profile directly from the IPAWS Send screen. By clicking the **Switch Profile** button, all available IPAWS profiles are displayed. Selecting a profile and clicking the Apply icon, will immediately switch the session to the chosen IPAWS profile, allowing messages to be sent without navigating away from the screen.

IPAWS Validation Enhancement – Restricted Characters for Sender and Identifier Prefix

Validation has been added to the Sender and Identifier Prefix fields in IPAWS to restrict the use of restricted special characters, helping prevent Error Code 222 (restricted-characters-in-message) from being returned by the IPAWS Gateway.

A validation error will now be displayed if either field contains any of the following characters: space, comma (,), <, >, &, {}, |, \, ^, ~, [,]

This enhancement ensures compliance with IPAWS formatting requirements and prevents submission errors caused by invalid characters.

USER GROUP ENHANCEMENTS

Support of Multiple Opt-In Profiles Based on User Groups Permissions

The User Group feature has been enhanced with a new section for **Opt-In Profiles** permission, allowing administrators to control access to specific Opt-In Profiles (formerly, Web Sign-up Profiles) at the user group level.

- A new **Opt-In Profiles** tab is now available within User Group settings.
- The tab lists all existing Opt-In Profiles with permission checkboxes for Manage Opt-In Profile, Access Opt-In Send, and Manage Opt-In Recipients, allowing admins to assign one or more profiles with the respective permission checkboxes.

PRODUCT FEATURES RE-BANDING & TERMINOLOGY UPDATE

To improve clarity and consistency across the platform, the following label updates have been implemented:

GIS Notification -> Map Dispatch
 GIS Settings -> GIS Map Settings
 GIS Integration Settings -> GIS Map Integration Settings

Web Sign-up Notification -> Opt-In Management
 Web Sign-Up Settings -> Opt-In System Settings
 Web Sign-Up Characteristics -> Opt-In Characteristics
 Web Sign-Up Topics -> Opt-In Topics
 Web Sign-Up Profiles -> Opt-In Profiles
 Web Sign-Up Recipients -> Opt-In Recipients

Send -> Mass Alerts
 GIS Send -> Map Send
 Web Sign-up Send -> Opt-In Send

Sys Admin -> Services & Logs -> Services
 Web Sign-up Manager -> Opt-In Campaign Manager
 GIS Campaign Manager -> Map Campaign Manager

These updates are UI terminology changes only and do not impact existing functionality.

SUPPORT FOR FCM PROJECT NUMBER

The **HipLink Notify Android** app now supports a configurable **FCM Project Number** (formerly known as **Sender ID**) for push notifications.

- The **FCM Project Number** field has been added in the **Manage HNP Configuration** settings under **Mass Notification** tab.
- This enhancement allows administrators to configure the FCM Project Number for sending push notifications, providing more flexibility in managing and customizing the push notification service.

SUPPORT FOR FILTERED AUTOMATED USERS, RECEIVERS, AND RECIPIENT GROUPS EXPORT

The Automated Users, Receivers & Recipient Groups Export feature in System Attendant Settings has been enhanced with additional customized filters for export. This enables Users to create multiple filters based on various criteria and apply them to available fields. As a result, exports are generated for each filter according to the specified export upload method.

OAuth SUPPORT IN SMTP PROTOCOL

The SMTP protocol has been enhanced to support OAuth 2.0 authentication with Microsoft 365 and Google Workspace, enabling users to configure the SMTP carrier with either provider. This enhancement is available in both the SMTP Carrier settings and the Email Server configurations under Global Settings.

EMAIL GATEWAY ENHANCEMENTS

OAuth Support for the POP Email Gateway

The POP Email Gateway has been enhanced to support OAuth 2.0 authentication with Microsoft 365 and Google Workspace as service provider options, allowing users to configure the gateway with either provider using OAuth 2.0.

Support for Sender Domain Whitelisting in Email Gateway

The Email Gateway has been enhanced to support sender domain whitelisting, with a new Sender Domain Whitelisting section added for both SMTP and POP protocols, allowing users to specify allowed sender domains.

HIGHLIGHTING UNAVAILABLE RECEIVERS AND DISABLED RECIPIENT GROUPS IN MESSAGE TEMPLATES

Support has been added to highlight the Receivers that are "Not Available Receivers" and "Disabled Recipient Groups" in red when adding or editing a Message Template. Previously, these receivers and recipient groups were not displayed during the Add/Edit process.

Issues Fixed in This Release

- Fixed an issue where the IPAWS Profile was saved with Google as the Map Provider even when no Map Profile was selected.
- Resolved a problem where IPAWS error details were not shown on the UI and only displayed the message “See the logs.” Error details are now properly visible in the interface.
- Fixed an issue where users with Messaging Feed permission but without IPAWS Send permission were incorrectly redirected to the IPAWS Send page.
- Corrected an issue where the original IPAWS profile used to send the alert was not loading when performing an update.
- Fixed an issue where the original IPAWS profile was not loading during the resend process.
- Resolved a system crash that occurred when Google Maps was selected as the Map Provider but no Google Map Profile was configured.
- Fixed an issue where the edit icon was visible for “Follow Me” and “On Duty” groups even when the Manage Member Department permission was disabled.
- Added a new FCM Project Number field in the Manage HNP Configuration to support push notifications for the Notify App.
- Fixed an issue where expanding the department dropdown in the report panel displayed all departments when a user group had multiple department permissions.
- Resolved an error that occurred while exporting SDB converter logs from the Log Settings panel.
- Fixed an issue where alerts transformed to Normal severity via Message/API filter did not correctly reflect the updated severity.
- Addressed an issue where manually changing the receiver type was reverted after LDAP synchronization due to carrier mapping.
- Fixed an issue preventing users from canceling an IPAWS alert for a non-default profile when two profiles had different COGs.
- Resolved an issue where the system always selected the first profile in the Messaging Feed when users had permissions for multiple profiles with the same COG.

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.