RELEASE NOTES
Windows HipLink 6.1.5.163

(Build# 6.1.5.163)

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

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

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

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_ 6.1.5.163.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_ 6.1.5.163.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

OPT-IN (FORMERLY WEB SIGN-UP) ENHANCEMENTS

Google Maps Support in Opt-In Send

Opt-In Send now includes Google Maps integration, allowing users to select a location directly from the map when sending an alert. A new Google Maps Integration > Map Profile menu enables users to create, edit, and delete Google Maps profiles. Each profile stores a predefined map region and zooms level, which is automatically loaded in Opt-In Send. Users can assign a Map Profile to an Opt-In Profile to use the configured map view when sending Opt-In alerts.

Resend Support for Opt-In Messages

Opt-In messages are now displayed in the Resend panel, allowing users to view and resend Opt-In messages directly from the Resend interface. This enhancement improves accessibility and simplifies the process of resending Opt-In messages when needed.

Support for Voice Attachments, File Attachments, and Two-Way Options in Opt-In Send

Opt-In Send now supports Voice Attachments, File Attachments, and Two-Way Options. These enhancements allow users to include voice and file attachments with Opt-In alerts and configure Two-Way Options in Opt-In Send.

IPAWS ENHANCEMENTS

The following product enhancements have been implemented to meet IPAWS AOS assessment requirements and support certification readiness. The changes focus on strengthening IPAWS alert lifecycle handling, WEA text validation, getMessageList refresh frequency control, circle/polygon shape validation, CAP source generation, timing validation, and related message text limits.

Alert Update and Cancel Controls

The IPAWS Update and Cancel features have been enhanced to improve reliability and prevent invalid actions. The system now validates alerts before processing Update or Cancel requests and records request and response details to support troubleshooting and compliance.

WEA Text Validation

WEA text validation has been updated to ensure consistent message formatting. Short WEA remains required with a 90-character limit, while Long WEA is optional and supports up to 360 characters. Empty Long WEA content is automatically excluded, and validation behavior is consistent for both English and Spanish WEA messages.

Messaging Feed Refresh Frequency

IPAWS Messaging Feed has been enhanced with controlled refresh behavior to improve performance. The feed loads automatically when opened, while manual refreshes are limited to once every 60 seconds. During the wait period, the Refresh button remains disabled and displays a countdown, while an information icon provides a tooltip explaining the refresh interval until the button becomes available again.

Circle and Polygon Shape Validation

IPAWS shape validation has been enhanced to ensure geographic alert areas meet IPAWS requirements before submission. The system now validates circle and polygon shapes by normalizing coordinates, formatting coordinates to four decimal places, verifying latitude and longitude ranges, detecting malformed coordinates, ensuring polygons are properly closed, and preventing duplicate points, zero-area polygons, and self-intersecting or flagpole/bowtie-style boundaries. It also enforces WEA/CMAS limits of up to 10 shapes and 100 coordinate pairs, applies NWEM/NWR restrictions by blocking circles and limiting polygons to 20 coordinate pairs, and enforces the 200 coordinate-pair limits for non-CMAS IPAWS messages.

Onset Timing Validation

Onset time validation has been enhanced to ensure only valid alert schedules are accepted. The Onset field remains optional, but when provided, it must contain a valid current or future date and time. The system also prevents outdated Onset values from being included in generated CAP messages.

CAP Source Generation

Source field has been removed from the IPAWS Send interface and is no longer editable by users. Instead, the system automatically generates the CAP Source using the configured IPAWS AOS Unique ID and product version, ensuring consistent and accurate information across Alert, Update, and Cancel messages.

Message Text Limits

Validation has been enhanced for message text content to ensure compliance with IPAWS requirements. The combined Description and Instruction text is now limited to 1,800 characters for both English and Spanish messages. NWEM-specific validation also continues to enforce the required combined Description and Instruction word-count limits.

EMAIL GATEWAY SENDER DOMAIN WHITELISTING ENHANCEMENTS

Email Gateway has been enhanced to support wildcard (*) subdomain matching for sender domain whitelisting. This allows administrators to whitelist an entire domain and its subdomains (for example, *.example.com) using a single entry, simplifying configuration and reducing the need to maintain multiple individual domain entries.

CONFIGURABLE LOCATION EXTRACTION FOR NON-HNP PROTOCOLS

An option has been added in Global Settings to control Location Extraction for non-HNP protocols. Previously, location extraction was enabled for all protocols by default. With this enhancement, administrators can choose whether to enable or disable location extraction for non-HNP protocols, providing greater flexibility and control over system behavior.

ADDED USER TYPE AND HOSTNAME COLUMNS TO THE USER GRID

The User grid has been enhanced with new User Type and Hostname columns. These additions provide greater visibility into user information, making it easier for administrators to identify user types, view associated hostnames, and manage users more efficiently.

AUTOMATIC FORMATTING FOR TEXT FAILOVER NUMBERS IMPORTED VIA SSO

Text Failover Numbers imported through SSO are now automatically formatted by removing spaces, dashes, brackets, and other non-numeric characters. Only numeric digits are stored, ensuring consistent phone number formatting and reducing the need for manual data cleanup.

SUPPORT FOR CONFIGURABLE NUMBER PREFIX IN PUSH FALLBACK SMS

Support has been added to configure the number prefix used for Push Fallback SMS through the hnp_settings.conf file. A new number_prefix setting enables administrators to configure the prefix applied to Push Fallback SMS numbers.

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.