



RELEASE NOTES

Windows HipLink 5.6

(Build # 5.6.3.9)

Supported Platforms

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 and Windows Server 2012 R2
- Windows Server 2008 R2
- Windows 7 – 64 bit
- Windows 10 – 64 bit
- 32-bit editions of Windows are NOT supported

System Requirements

Low-End/Training System:

- CPU: 2-4 core processor
- 2GB to 4GB RAM
- High-speed HDD
- Gigabit Ethernet and high-speed Internet
- Windows Server 2012/2016 operating system

Minimum Production System:

- CPU: 4 core processor
- 4GB-8GB RAM
- Enterprise-grade HDD
- Gigabit Ethernet and high-speed Internet
- Windows Server 2016/2019 operating system

Recommended Production System:

- CPU: 8-12 core processor
- 8GB to 16GB RAM
- Enterprise-grade HDD or SSD
- 10 Gigabit Ethernet and high-speed Internet
- Windows Server 2016/2019 operating system

High-Performance Production System:

- CPU: 12-16 core processor
could be higher for extremely high usage systems
- 24GB to 32GB RAM
- Two Enterprise-grade HDDs or SSDs
 - implement RAID-1 mirroring
- 10 Gigabit Ethernet and high-speed Internet
- Windows Server 2016/2019 operating system

Deployment

Installation Steps

- **ODBC driver 13.1 for SQL server has been installed (for Enterprise version only)**

- ❖ If it's not installed, download and install the ODBC driver 13.1 for SQL server from here: <https://www.microsoft.com/en-us/download/details.aspx?id=53339>. 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.)

- **For HipLink Enterprise (SQL Server) edition:** Take backup of the entire corresponding SQL Server database of HipLink.
- Extract the HipLink build (WIN_HL_5_6_Installer_5.6.3.9.zip)
- Run the HL-5.6-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_6_Installer_5.6.3.9.zip) into any directory
3. Run the HL-5.6-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 click -> 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
- **For HipLink Enterprise (SQL Server) edition:** Take backup of the entire corresponding SQL Server database of HipLink.
- Go to Windows -> Control Panel -> Add/ Remove Programs
- Select HipLink 5.6 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

HIPLINK MOBILE ENHANCEMENTS

- **HipLink Mobile location tracking support for mobile clients**

Ability for HipLink Mobile devices to have their location shown on a map along with other individuals in the call-out who confirm a message. Tracking will include the location of the incident and the devices that have confirmed showing progress in real-time as everyone moves towards the destination. Messages with location attached can be sent from the Primary Send Panel as well as through HipLink Gateways and REST & HTTP APIs. Location can be any or all of the following:

 - (a) Place Name
 - (b) Address
 - (c) Cross street
 - (d) City
 - (e) Latitude
 - (f) Longitude

SUPPORT FOR DYNAMIC BROADCAST GROUPS

Users can now define a Broadcast group as a *Dynamic Group* that is populated based on any criteria from the Receiver setup. This includes defining conditions that are met for the Receiver Name, anything in the Description field, Assigned Owner, the Carrier or the Department. The group will automatically update as receivers are created or modified.

SEARCH FILTER ON THE GROUP MEMBERS PANEL

A search feature has been added on Groups Members panel for all group types allowing the User to do a global search of Receivers based on keywords. This will allow the User to find and add group members more efficiently.

SECURITY FEATURES

- **User Account Lock-up configurable through Global Settings**

User account lockup upon invalid login attempts is configurable through Global Settings letting the Administrator determine the threshold.
- **Disallowing the Use of Previously Used Passwords**

The Administrator can define the number of previously used passwords that can't be used when a User is making a password change. This feature is fully configurable in Global Settings and is important for security and regulatory compliance.

ENHANCEMENT TO MESSAGE TEMPLATES TO LOCK RECIPIENTS

An option has been added when creating a message template that allows the template creator to lock the recipients defined so they can't be removed when sending a message. This change applies to both the HipLink send panels as well as HipLink Mobile.

ALARM & EMAIL GATEWAY ENHANCEMENT TO SUPPORT DEFINING MESSAGE SEVERITY FOR MESSAGES

Support has been added in Email Gateway & Alarm Gateway to generate messages with any of the five severity levels NORMAL, IMPORTANT, WARNING, CRITICAL, and EMERGENCY.

MODIFICATION IN NESTED ESCALATION WORKFLOW

If a group has multiple Escalation Groups nested inside it, then each Escalation Group is treated as a stand-alone escalation chain. The escalation will only stop if a member of that particular Escalation Group confirms the message.

NEW REPORTS STATUS FOR EXPIRED HIPLINK MOBILE MESSAGES

HipLink Mobile messages that cannot be delivered to targeted devices due to device unavailability, network issues, or User error are now shown on reports panel with the status Failed: Expired final and are highlighted in a sky-blue color. This will distinguish these from other failed messages shown in red.

IPAWS UPDATES FOR COMPATIBILITY WITH VERSION 3.10

The HipLink IPAWS Module has been modified to comply with new requirements issued by FEMA. This release will make the module compatible with IPAWS version 3.10 scheduled for release in May of 2019.

Changes Include:

- New emergency alert types for WEA designed for non-life-threatening public safety concerns
- Handling of IPAWS Gateway response in case more than 31 FIPS codes are added in a message
- Handling of response error code for certain special characters included in URL WEA alerts
- Handling of tighter validation algorithms in the digital signature
- Updated Alert Message Status' for error codes returned
- New event codes for NWS in HipLink IPAWS send panel

Assumptions for this build for HipLink Enterprise only

Following are the assumptions for this build that need to be strictly adhered to if TWO HipLink systems are deployed in "shared database" environment:

1. Both HipLink deployments are installed on exact same physical directory on the two application servers.
2. Both HipLink server machines are configured in the same time zone in Windows.
3. Both HipLink servers have the exact same build version of HipLink.
4. The deployment includes a load balancer (or similar software) that controls the traffic routing to the HipLink servers, such that it controls routing the traffic to the backup HipLink server in the event when the primary HipLink server goes down, and vice versa.

Issues fixed in this Release

- Fixed issue in LDAP wizard not restricting invalid domain names
- Fixed issue in REST API operations regarding adding and removing a receiver group as a member from another receiver group
- Implemented password cache for secure LDAP connections
- Increased default logs size from 200 KB to 4 MB to avoid logs being written over quickly
- Digitally signed third-party DLLs to avoid low score by virus scan
- Fixed random crash scenarios in saving LDAP wizard settings
- Implemented Support for LDAPS using Windows Integrated Security option
- Implemented v2.1 of HipLink Sound ActiveX Control for better and reliable performance
- Fixed messages generation failure error while automatic backup is in progress.

Outstanding Defects in this Release

- No permissions of IPAWS module are present in WebService API SandBox while adding new user group.

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	408-395-5404
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.