



# RELEASE NOTES

## Windows HipLink 5.7

(Build # 5.7.2.65)

### 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 17 for SQL server has been installed (for Enterprise version only)**
  - ❖ If it's not installed, download and install the ODBC driver 17 for SQL server from here: <https://www.microsoft.com/en-us/download/details.aspx?id=56567>. 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\_7\_Installer\_5.7.2.65.zip)

- Run the HL-5.7-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\_7\_Installer\_5.7.2.65.zip) into any directory
3. Run the HL-5.7-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
- **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 5.7 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 NOTIFY APP

HipLink is releasing a new app called HipLink Notify that allows individuals to subscribe and make changes to Web Sign-up profiles from their phone using the app. This applies to all types of profiles defined in the HipLink system. The admin can define the type of profile and if it can be subscribed to publicly or if it is private.

### HIPLINK MOBILE ENHANCEMENTS

Made several optimizations and changes in the HNP Module and HipLink Mobile for compatibility for the upcoming iOS 13 support.

### ENHANCEMENT TO QUOTA SEND

HipLink users have the option to initiate a Quota Campaign that targets all recipients at once for responses. Previously, the only option was to first send messages to just the number of recipients required for the quota and then progress through the list.

### ENHANCEMENT TO SUBSCRIPTION GROUPS

The Subscription Group entity has been merged into HipLink Broadcast Groups, where users can create a Broadcast Group of Subscription type. Users will still be able to bind these Groups to Web Sign Up topics as well as subscribe to these groups on HipLink Mobile as Alert Topics.

### IPAWS ENHANCEMENTS FOR COMPATIBILITY WITH 3.10 RELEASE

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 August 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
- New WEA Handling codes for WEA / CMAS channel
- New BLUE Alert event code for Public Safety Alerts
- Option for initiating alerts in Spanish language in addition to English language

### ABILITY TO ALLOW NON-ADMIN USERS TO VIEW REPORTS OF ADMIN USERS

While creating User Groups, admin users can give permissions to non-admin users to view the report records of messages sent by all admin users present in HipLink.

### SMTP ENHANCEMENT

Added Message ID headers in Email messages sent by HipLink to avoid the spam filters of certain email servers including T-Mobile.

## 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 crash in WCTP messenger if the two-way response from carrier WCTP gateway does not adhere to WCTP protocol
- Made Response CC for HipLink Mobile messages independent of Response CC settings in HipLink Global Settings.
- Only the most recently logged in HipLink Mobile device for a HipLink Mobile receiver will be shown on HipLink activations panel.
- Fixed an issue of attachments in email messages being corrupted when sent confidentially.
- Resigned 3<sup>rd</sup> party DLLs to avoid issues in anti-virus scans.
- Fixed LDAP over SSL missing certificate paths.
- Fixed LDAPS support over SSL on non-AD LDAP
- Added DATE in Email messages sent by HipLink to avoid Spam filters of certain email servers.

## 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	<a href="mailto:support@hiplink.com">support@hiplink.com</a>
Phone	408-399-0001
Fax	408-395-5404
Customer Support Portal System	<a href="http://portal.hiplink.com">http://portal.hiplink.com</a>

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](mailto:support@hiplink.com)

Also visit our website [www.hiplink.com](http://www.hiplink.com) for general information.