



RELEASE NOTES

Windows HipLink 5.8

(Build # 5.8.5.68)

Supported Platforms

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 and 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

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_8_Installer_5.8.5.68.zip)
- Run the HL-5.8-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_8_Installer_5.8.5.68.zip) into any directory
3. Run the HL-5.8-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 5.8 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 & NEW FEATURES

- **New User Interface** - HipLink Mobile interface has been redesigned to give its users a completely new look & feel with improved performance and usability.
- **Team Chat** - Team chat feature allows users to create Communication Teams on the go from their own mobile app for faster, reliable & secure communication. Through this feature Team Admin can add or remove team members from the team and also update team information at any point of time without losing the actual chat context. To support team management related workflow's (updates to the Team Information, Team participants etc.) new APIs were added on the server side.
- **Push-To-Talk** - For chat messages the "Record Audio" option has been replaced with a new interactive and easy to use 'Push-to-Talk' button (a microphone icon in the message body field). This feature will allow Users to record and send voice messages to individuals and teams.
- **Template Enhancements** -A new field has been added to the Message Template detail screen on HipLink Mobile where users can add/update Response CC receivers to the selected message template. Message Templates are created from the server so if any template has custom Response CC receivers added to the template they will appear as it is on the mobile client as well.

HIPTXT 2.0

HipLink has enhanced the HipText service with a series of changes aimed at improving reliability and reporting. HipText uses a cross-carrier messaging service provider who does network maintenance like any other service provider. We now have mechanisms in place to address the following during maintenance or outage.

1. **Planned Outage Detection** - Usually maintenance windows do not impact messaging but there can be issues due to messaging volume and slow network response time. The HipText platform now allows all traffic to be completely routed through an alternate service provider if there is a problem to keep end-end messaging working without any interruption or delay.
2. **Dynamic Code Outage Detection** - HipLink has a mechanism to detect a problem with a number being used and if needed mark that number inactive in our database for all future messaging. We would automatically use other numbers from the shared pool. In case of customers who are using dedicated numbers if they have an issue, they will also start using numbers from the shared pool. If all of the numbers from shared pool become inactive, all traffic will route to the pool of numbers in our back-up provider.
3. **Message Retry Mechanism** - In the past we've recorded history of failed messages after receiving a single database error even though these errors were recoverable from. To avoid this, we have developed a retry mechanism so that if there is a database related error, up to 10 retries will be made in the timespan of approximately 2 seconds before marking that message as failed.

SUPPORT FOR INLINE IMAGE ATTACHMENTS TO SMTP MESSAGES

Support for in-line image file attachments has been implemented for SMTP protocol-based messages. This allows the recipient of the message to see the image expanded inline along with the text instead of the image showing up as a file attachment. Additionally, this enhancement provides support for sending and receiving images in MMS messages using the email-to-MMS providers that many carriers provide.

ENHANCED QUICK SEND API & GUI TO SUPPORT 2-WAY MESSAGING RESPONSES

Implemented 2-way messaging features for messages generated using Quick Send. This will allow full 2-way loop for messages that are generated using PIN and carrier only without defined receivers in the system. This feature is supported both through the GUI and messages generated through various APIs and Gateways.

ENHANCED TEMPLATES TO SUPPORT RESPONSE CC FROM THE TEMPLATE BUILDER

A new custom control has been added in the Message Templates creation screen on the Server from where user can set a Response CC Receivers list as part of Message Template.

There is a master check (Allow Response CC) under 'Messaging Options' as well which will be functional for Mobile Clients only. If this check is disabled Response CC field will not appear on Mobile Clients with selected Message Template.

LAST PAGED COLUMN ADDED ON RECEIVERS PANEL

A new column named as "Last Paged" has been added on a number of screens to indicate the last time the person or group was sent a message. This new column shows in the list of Receivers, Broadcast groups, On-duty groups, Escalation groups, Rotation and Follow-me groups.

Whenever a message is sent to a receiver or receiver group, the value of the last paged column will be updated and will show the date time on which the message is sent to the receiver. When a message is sent to the any receiver group, the last paged column will be updated on the receiver group's screen (such as broadcast group). The Receivers List last paged column will be updated for all of the receivers which are members of the receiver group.

ENHANCED USER LIST PANEL WITH INACTIVITY TIME COLUMN

A new column "Inactivity Time" has been added on the Users panel. This field will show the time a user has been inactive on the HipLink administration panel. This will allow administrators to better filter out the inactive users present in the system

TIME ZONE ENHANCEMENTS FOR GREATER GRANULARITY

Implemented time zone enhancements to support granular configuration of 15 minutes offset difference to support all global locations.

REPORT EXPORT ENHANCEMENTS IN SYSTEM ATTENDANT

Implemented support for CSV and Excel file formats for automated reports exported by the System Attendant in addition to the legacy text file format.

REPORT PANEL EXPORT ENHANCEMENT

Expanded the limit of 100,000 records for reports that can be exported in CSV format from the Reports Panel.

EMAIL GATEWAY AND FILE SYSTEM INTERFACE ENHANCEMENT

Removed explicit options in the respective UI sections of Email Gateway and File System Interface to provide HipLink HTTP API (action.exe) URL. These modules will not use the URL provided in the common location ('cmd_config' file in the HipLink config folder) for consistency across all modules of the product.

HIPLINK REST INTERFACE ENHANCEMENT

Implemented major enhancement in HipLink REST Interface to provide support for JSON payload in addition to the existing XML payload. The payload data type is determined through the Content-Type header in the incoming HTTP request. The recommended Content-Type header for JSON is application/json.

ALLOW HOSTNAMES IN API USERS VALIDATION

Implemented support to allow hostnames including DNS names in API user's validation across all modules. This support has been added for both the primary IP Address / Hostname field in the API users, as well as for Additional IP Addresses field that's applicable to WCTP Gateway and REST Interface only.

Issues fixed in this Release

- Fixed HNP messenger crash on messages with location tracking
- Fixed IEutility stuck in exporting receiver Groups
- Fixed Failed Reason for HCCTP messages
- Fixed multiple legacy IE Utility issues
- Fixed user access permissions issues in logs panels
- Fixed case of index out of bounds in Excel report exporter
- Fixed a crash during upgrade if Message severity values not present in Email Gateway

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.