



# RELEASE NOTES

## Windows HipLink 5.9

(Build # 5.9.2.66)

### 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 cores (physical) / 2-4 vCPUs (virtual)
- 4GB to 8GB RAM
- High-speed HDD
- High-speed network and Internet connection
- Windows Server 2016/2019 operating system

#### Minimum Production System:

- CPU: 4 cores (physical) / 4 vCPUs (virtual)
- 8GB RAM
- Enterprise-grade HDD or SSD
- High-speed network and Internet connection
- Windows Server 2016/2019 operating system

#### Recommended Production System:

- CPU: 8-12 cores (physical) / 8-12 vCPUs (virtual)
- 8GB to 16GB RAM
- Enterprise-grade HDD or SSD
  - *Implement RAID-1 mirroring*
- High-speed network and Internet connection
- Windows Server 2016/2019 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 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\_9\_Installer\_5.9.2.66.zip)
- Run the HL-5.9-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\_9\_Installer\_5.9.2.66.zip) into any directory
3. Run the HL-5.9-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 5.9 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

#### **View Group Schedules and On-Call Status**

From HipLink Mobile the User has the option to view On-Duty group schedules from the app. The option appears with On-Duty groups on Contacts list screen and on viewing list of all on-duty members will be shown to user. From detail screen user can select a day to see who is on-call on that day.

### HIPTXT 3.0

HipLink has enhanced the HipText service with a series of changes aimed providing additional options for sending messages through the service.

**HipText Messenger Enhancement – MMS Support:** Support for multimedia messages has been added in to the HipText messenger. User can now send Multimedia attachments to a HipText receiver. Currently the attachment size is up to 525 KB.

- Attachment types supported in MMS are:  
.wav, .ac3, .amr, .png, .jpg, .gif, .bmp, .mp4, .avi, .txt (maximum txt file supported is 64kb per attachment.)

**HipText Status Report Enhancement:** A new enhancement is added for HipText two-way messages. If delivery status is not received from service provider, message status on HipLink reports will be marked as “COMPLETED: DELIVERY STATUS UNKNOWN” instead of failed.

### WEATHERALERT - NEW OPTIONAL MODULE

The WeatherAlert feature has been added as an optional feature in HipLink. The User can define the type of events they want to be alerted about including location, type of weather event such as lightning, tornados, thunderstorms, hail, ice, snow, extreme temperatures, etc. along with severity. HipLink monitors designated weather feeds and when an incident matches the alert parameters, a notification is sent. The Alert can be sent to an individual receiver, a group, or a Web Sign-up Topic automatically.

This GUI for this feature is under development. As it is currently configured through a back-end configuration file, HipLink will do the configuration based on client’s requirements.

### QUEUE ENHANCEMENT – DELIVERY TIME RESTRICTIONS IMPLEMENTED

Using this feature an Admin can define a start time and end time for the Messenger to process messages added to the Queue. A Messenger will not process any messages sent before the start time or after the end time. Any messages sent outside the time window will be held in the Queue until the indicated start time. This time-bound processing will be applicable to all of the Messengers to which the selected Queue is assigned. Additional Queues can be added to support messaging at specific times or those with no restrictions.

This feature is especially helpful when sending messages to the general public as opposed to internal employees so that they aren’t generated and sent in off hours.

### **SYSTEM ATTENDANT ENHANCEMENT – NO MESSAGE ACTIVITY TIME**

A new option has been added in System Attendant named as “Messaging inactivity time” to send an informational alert if no message is being sent from HipLink for the specified maximum time duration.

### **WEB SIGN-UP ENHANCEMENT – SHOW RECIPIENTS IN REPORTS**

Users can now see the Web Sign-up recipient’s Profile name, First Name, Last name and email address under the Receiver column on the Detail Report screen after a call-out. These can be filtered for any field in a search.

### **HIPLINK NOTIFY ENHANCEMENT – COMPLETE MANAGEMENT OF A WEB SIGN-UP PROFILE**

Users can register and Login to Web Signup profiles using HipLink Notify. This new feature will not only allow them to receive web signup alerts on in their app but they can also register and manage their profiles within the app. If an organization has multiple profiles the user can select and manage as many as they need.

### **FILE ATTACHMENT SUPPORT IN SECURE WEB DISPATCH**

Implemented file attachment support in the secure web dispatch messaging. User can now send attachments in the secure web dispatched message and also can download and view the it.

### **RECEIVER GROUP OWNER NOTIFICATION ENHANCEMENT**

Group owner will now receive alerts for changes in receiver group’s members. Notification email will be sent to the group owner on both addition and removal of group members.

### **CARRIER ECHANCEMENT**

Two new fields have been added on the Carrier screen “PIN Prefix” and “PIN Suffix”. This will add a level of reliability for data entry. For example, if the carrier requires a “1” the system will automatically append it.

- **PIN Prefix:** Any value added in this field will be prefixed at the beginning of the receiver’s pin
- **PIN Suffix:** Any value added in this field will be appended at the end of the receiver’s pin
- The feature intelligently appends or prepends it only when it's not there

## Issues fixed in this Release

- Fixed web sign-up 2-way messaging in HipText.
- Fixed password policy being applied to LDAP users.
- Fixed Cover-by receiver workflow handling related to chat messages in the mobile app.

## 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.