



RELEASE NOTES

Windows HipLink 5.10

(Build # 5.10.2.83)

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

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

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

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_10_Installer_5.10.2.83.zip)
- Run the HL-5.10-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_10_Installer_5.10.2.83.zip) into any directory
3. Run the HL-5.10-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 5.10 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

Basic HipLink Mobile

A new Basic version of HipLink Mobile is available for licensing

- This version has reduced functions for receiving and responding the messages only
- It supports the same traceability as Advance HipLink Mobile for delivery and read receipts as well as custom ring tones and overriding the silent button.
- It is a replacement for a standard SMS text receiver

Advanced HipLink Mobile

- **Quick Alerts**
 - Save time with custom, pre-typed alert templates for frequent or fast use
 - Users can create, send, and manage alerts from the main menu
 - Up to 3 Quick Alerts can be set as "App Shortcuts" to send alerts directly from the Home screen without opening the application
- **Quick Responses**
 - Save time with custom, pre-defined messages to use for specific but repetitive inquiries in chat messages.
 - These messages are configurable from App Settings
- **Contact Screen Enhancements**
 - Contacts are now shown in lists for "Individuals" and "Groups" for quick access
 - A new Receiver Attributes filter on "Individuals" tab - Receiver attributes added as Quick filters on "Individuals" tab, and this can be Enabled/Disabled from App Settings. This is dependent on licensing and being enabled from Global Settings
 - On the Group tab, groups can be filtered by type using quick filters. This can be Enabled/Disabled from App Settings.

Receiver Attributes filter feature requires 5.10 or above version to function, all other features are compatible with 5.9.

MOBILE USER GROUP – New Permission Classification

The User Group functionality has been enhanced to support a new type for HipLink Mobile. This new Mobile User Group defines the level of access a HipLink Mobile receiver will have at the server level and like the standard User Group, all members will inherit the same permissions and/or HipLink Mobile features.

- Administrators can create any number of new Mobile User Groups, in addition to the predefined Default Mobile User Group.
- All Mobile User Groups are displayed as entries in the drop-down field on HipLink Mobile Receiver Add/Edit page as opposed to assigning a User.
- In addition to that, Department permissions, Template access, Response Action access, General Policy definitions, and other Misc. Settings for the mobile Client are now controlled from Mobile User Group.

For existing customers with HipLink Mobile permissioned there is a conversion process that converts HipLink Mobile accounts to the new User Group structure. Existing General Policy will be converted and existing User signature will be applied to the HipLink Mobile Receiver

SECURITY FEATURES

User Lockout Policy enhancements

Two new sections have been added to Global Setting's Session Tab.

- **User account lockout**
 - Invalid User login attempt lockout is configurable through Global Settings letting the Administrator define the threshold
 - The system administrator and/or the user can be alerted when a User account is locked out
 - An account that has been locked out is shown in the "Locked Out" status on the User Panel and it can be "Enabled/unlocked" again
- **IP address lockout**
 - User's IP address lockup upon invalid login attempts is configurable through Global Settings letting the Administrator determine the threshold
 - The system administrator and/or the user can be alerted when a user account is locked out

HipLink Mobile Password Policy UI

HipLink Mobile Receiver Password Policy section has been added to Global Setting's Session tab which will allow administrators to configure HipLink Mobile password policy settings.

RABBITMQ INTEGRATION WITH HIPLINK

RabbitMQ has been integrated with HipLink, which will make HipLink more effective in terms of overall performance and load management. This solution will overcome our scalability requirements and will make the product future-proof to support increase in data volume.

Phase one of the integration has been completed which includes migration of Push mechanism to RabbitMQ. In QA testing the performance difference is more than double. Remaining services will be moved to RabbitMQ in the future releases.

COMPLAINE-BASED AUDIT LOGS

Regulatory compliance-based Audit logs have been implemented throughout HipLink server. All type of events, User's actions, configuration and database update logs are now maintained. Following information will be available in logs:

- Date of the event and its time of occurrence
- Information about the component of the information system where the event occurred.
- Type of the event occurred
- Subject/user identity.
- The outcome of the event- either success or failure

IPAWS ENHANCEMENT

The HipLink IPAWS Module has been modified to comply with the new release and requirements issued by FEMA.

Changes Included:

- Support for IPAWS 4.0 has been added
- Public channel has been removed
- Added Short WEA Message and Long WEA Message field on IPAWS send panel
- A new drop-down filter has been added to filter out outgoing message and incoming messages on IPAWS Inbox panel
- Abort message functionality has been moved to IPAWS Inbox screen

QUICK SEND ENHANCEMENTS

Ability to enter or paste multiple recipient PINs for each carrier in Quick Send Panel has been added. Total pin count appears against the PIN field.

IE UTILITY ENHANCEMENTS

Several enhancements have been made to IE utility which include:

- Ability to delete a record
 - Two special characters “?#” are defined as a delete prefix that is added to the record in the import file
 - If the system detects the record starts with these two characters, then the record is deleted from the system
- Support to import Advanced Messaging data in receiver records has been added
- Support for Importing & Exporting Receiver Attributes in receiver records has been added

Issues fixed in this Release

- Changed default TLS version from 1.0 to 1.2
- Changed HipLink Mobile Fallback dispatch mechanism
- Handling of crash due malformed misc. settings in receiver records
- Fix has been made to allow apostrophe in receiver’s email field.

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.