



RELEASE NOTES

Windows HipLink 5.0.15.54

Supported Platform

- Windows Server 2012 and Windows Server 2012 R2
- Windows Server 2008 and Windows Server 2008 R2
- Windows 7 – 32/64 bit
- Windows XP and Windows Server 2003 are NOT supported

Deployment

Installation Steps

For upgrading from previous version:

- Log into HipLink with admin credentials.
- Stop all running services.
- Terminate all user sessions.
- Using Task Manager, make sure no hiplink.csx or hiplink.gui is running. If so, kill them using Task Manager.
- Logout of HipLink.
- Stop the web server service (IIS).
- 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
- Open the latest HipLink build directory (WIN_HL_5_0_Installer_5.0.15.54). Run the setup.exe file and select the upgrade option. Location of installation directory must be the same as previous.

After Upgrade:

1. Update HTTPS binding
2. Update ca-bundle.crt
3. Run iisreset
4. Verify from services.msc that HPD-Maintenance Manager is NOT running
5. Login and navigate to services panel and verify only relevant services are running
6. Finally, advise your Users to change their login password.

For a fresh install:

- Execute installer for WIN_HL_5_0_Installer_5.0.15.54
- To setup on IIS 7.5, IIS 8.0 & IIS 8.5, follow the respective IIS Guide for configuration.

Important Note:

- For installing this build fresh or upgrade 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 is a known issue and its fixture is targeted for future releases.

- This build is only verified on IIS Web server and hence for now only IIS Web server is supported. Verification testing on Apache is planned in future after which Apache Web server will also be supported.
- Currently installation on Windows 8, Windows 8.1 and Windows 10 are not supported. These operating systems will be supported in future releases.

For Servers on HTTPS

- Follow the same steps for upgrade
- After upgrade, replace your server certificate with a new one.
- Finally, advise your Users to change their login password.

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 5.0 from the list of installed programs, and uninstall.

New Features

OVERVIEW Enhanced User Interface

HipLink 5.0 interface is based on a true MVC (Model View Controller) design pattern. This is a ground breaking release with major changes that include faster page loading, mega menu for one-click access to any feature or section, redesigned send screens to consolidate most send functions into one "Primary" send screen and a variety of other enhancements in the GUI.

The new interface has been designed using Single-Page Application (SPA) guidelines. The goal is to provide a more fluent user experience similar to a desktop application. The frontend (the View) is a single page web app, with all the panels are loaded dynamically removing the page loading phenomena from the whole UI. Once the first page is open, navigating between the pages is much faster and smoother. With this design, the HL 5.0 frontend is completely decoupled from the backend. All panels have been adapted to the new tabular design.

The backend for the new interface is composed of only Web Services using Fast CGI backend-engines to more scalable backend platform.

One-Click Mega Menu

The left and top menus in previous versions of HipLink have been replaced with a new Mega Menu on the top of every page. The new Mega Menu is used to access all features of the HipLink system with one click. All options are expanded by hovering with the mouse.

User Dashboard

HipLink now includes a User Dashboard which is a customized landing page that the User sees when they login. The Dashboard displays account information, ability to change password, favorites, and a recent snapshot of messaging activity.

Global Search Capability

Every page in HipLink now includes a Global search feature in the top menu. Using this field Users can now type in any term and the system will search in Users, Departments, Groups, and Receiver records from any page of HipLink that match. All matches are displayed in separate tabs and actions can be taken directly from the search results such as Edit, mark as a Favorite, or even send a message. The Search feature is designed to reduce the time taken to find records.

Save Filters on Panels

Users can now save their search filters on popularly used panels such as the User and Receiver panels for future execution.

Enhanced LDAP Interface and Capabilities

The LDAP configuration panel's user interface (UI) has been enhanced for ease of use from a design perspective. AD User descriptions can be auto fetched and applied to corresponding Users and Receivers in HipLink.

HipLink Mobile Receivers can be auto assigned to LDAP Users. Multiple LDAP authenticated Receivers can now be created in HipLink, and mapped to different carriers, based on a single AD record. Backup carriers can be setup and used for messaging HipLink Mobile Receivers that use LDAP authentication.

For a better end user experience, LDAP passwords can be cached for HipLink Mobile Receivers which allows for uninterrupted logins in case the AD server goes down or is unreachable.

Enhanced Primary Send Panel Design

Many of the previous individual Send panels have been combined into a new *Primary Send* screen along with new controls for advanced modifiers. This includes Two-Way Send and Scheduled Send for quicker and easier use. Other features such as advanced send options, Encrypted messaging, CC response, and file attachments are now easily accessible from quick menus.

Ability to Dispatch Emergency Messages through FEMA

The new IPAWS module in HipLink is an interface into the FEMA Emergency Alert System. This module allows an authorized authority to connect to and send CAP compliant, IPAWS messages via FEMA using various outputs including all cell phones in their County.

The messages can go out using the following channels: Collaborative Operating Group (COG) to COG message exchange, Emergency Alert System (EAS) for TVs, Radios, etc., Commercial Mobile Alert System (CMAS) for cell phones, Non-Weather Alert System (NWEM) for NOAA All Hazards Weather Radio (NWR), and General PUBLIC feed.

Enhanced Panel for Message Template Creation

The Message Template panel has been completely redesigned and enhanced for easier, faster template creation and editing. The enhanced panel still allows users to code templates but there are also a screen that supports the ability to drag and drop components such as fields and combo boxes to avoid manual coding. The User has the ability to toggle between design and code view as needed to save time and preview their work. With this enhancement a non-technical User can now easily create and edit their own templates.

Enhanced Schedule View for Receivers and On-Duty Groups

The graphical view for both Receiver schedules and On-duty group schedules has been redesigned and enhanced in a grid-based interface for easier viewing. A monthly view shows color coded group members with clear indications of availability status. The new interface also includes filters for be able to hide and view active days.

Redesigned Statistics Panel

The Statistics Panel has been enhanced with the ability to define date ranges for the data displayed, full export capabilities and graphical representations that include both line charts and pie charts for data analysis of traffic by carrier and messenger. Graphs can be set to display hourly and daily statistics.

Enhanced Messenger Stability for Heavy Messaging Loads with HipLink Mobile

The HipLink Notification Protocol (HNP) messenger used for HipLink Mobile has been enhanced for greater stability with larger loads of messaging. Re-connection logic has been strengthened for the fastest connection resolution during network / environment changes.

Ability to Define Default Search Field in on Send Panels

A new setting has been added to the Global settings allowing the Admin to define a default field for search in the Send panels for recipient selection. If an organization normally uses Last Name or even data in the Description filed to identify the person or group to send a message to, that field can be the default when they open the screen. The options available are Receiver and Group, First Name, Last Name, Receiver Name, or Description. The selection can still be changed by the User at any time.

Enhanced ArcGIS Send Panel

The ArcGIS Send Panel has been re-designed for easier use. A series of tabs are now available so that dispatchers have a less cluttered screen to interact with.

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 | 408-399-6120 |
| 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.