



# RELEASE NOTES

## Windows HipLink 5.0 RC 18

### Supported Platforms

- Windows Server 2016
- Windows Server 2012 and Windows Server 2012 R2
- Windows Server 2008 R2
- Windows 7 – 64 bit
- **32-bit editions of Windows are NOT supported**

### System Requirements

#### Low-End/Training System:

- Physical: Intel® Core™ i5 or Core™ i7 processor
- Virtual: 2-4 core processor (or vCPUs)
- 2GB to 4GB RAM
- High-speed HDD
- Gigabit Ethernet and high-speed Internet
- Windows Server 2012 R2 operating system

#### Minimum Production System:

- Physical: Intel® Xeon® Processor E3 Family
- Virtual: 4 core processor (or vCPUs)
- 4GB-8GB RAM
- Enterprise-grade HDD
- Gigabit Ethernet and high-speed Internet
- Windows Server 2012 R2 operating system

#### Recommended Production System:

- Physical: Intel® Xeon® Processor E5 Family
- Virtual: 8-12 core processor (or vCPUs)
- 8GB to 16GB RAM
- Enterprise-grade HDD or SSD
- 10 Gigabit Ethernet and high-speed Internet
- Windows Server 2012 R2 operating system

#### High-Performance Production System:

- Physical: Intel® Xeon® Processor E7 Family
- Virtual: 24 core processor (or vCPUs)
- 24GB to 32GB RAM
- Two Enterprise-grade HDDs or SSDs - implement RAID-1 mirroring
- 10 Gigabit Ethernet and high-speed Internet
- Windows Server 2012 R2 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\_0\_Installer\_5.0.18.316.zip).
- Run the HL-5.0-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. 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\_0\_Installer\_5.0.18.316.zip) into any directory
3. Run the HL-5.0-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 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 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.
- Currently Windows 8, Windows 8.1 and Windows 10 installations are not supported. These operating systems will be supported in future releases.

## 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.

## Compatible Desktop Browsers

- Microsoft Internet Explorer version 11 (*versions 8, 9, or 10 are NOT supported*)
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

## New Features & Enhancements

- New features implemented for HipLink Mobile
  - Allow users to login from multiple devices (one at a time) and disconnect existing device session with notification message that the session has been terminated due to login from another device.
  - Port field has been added on Global Settings from where user can configure HNP Port for secure/unsecure communication.
  - Response CC enhancements to only update status for HipLink Mobile if sent to a mixed device group
  - Allow HipLink Mobile receivers to receive push notifications in logged out state as well, if configuration options are selected on the server under HNP Carrier.
  - HipLink Mobile will only run on SSL and it is hardcoded for security.
  
- Support for Voice as alternate carrier in receiver record
- Addition of ATTEMPT node in reports for VOICE and FAX type messages
- Support for audio attachments in messages sent using the legacy Voice module
- User Account Lockout feature for multiple invalid login attempts
- HL 5.0 security upgrades as reported by Accunetix scan
- IPAWS Send panel permission enhancements as per FEMA guidelines
  - Enhancements on GIS map in IPAWS send panel related to using the coordinate system as required by FEMA
  - Enhancements on GIS map on IPAWS send panel related to drawing multiple circles and polygons for area selection
  - Show only the allowed event codes in the active profile on the IPAWS send
  - Show the allowed values in "Severity" , "Urgency" , "Scope" and "Status" fields on IPAWS send as per the current channel selection
  - Show the current, active profile on IPAWS send
  - Restriction of target COGs for CAPEX channel only
  - Allowing the user to view current profile details on IPAWS send panel
  - Added validation in IPAWS profile save operation to restrict user from adding an IPAWS profile with incorrect channel permissions
  - Restrict the User from posting on channel combinations which will result in messages being rejected by FEMA
- GIS Send enhancement for Cached Map Service
- GIS Feature implementation to support HTTP Authentication (including NTLM Auth)
- Certified for Windows Server 2016

## Issues fixed in this Release

- Daylight Savings Time related fixes and automatic updates
- GIS fixes related to proxy CGI for loading GIS map on send panel
- Redundancy Manager fixes related to configuration file and email notifications to admin
- HNP fixes related to push notifications
- File transfer manager fixes related to contact pictures being corrupted and lost
- Web Sign Up fixes related to user registration on customer specific public pages
- Quota campaign fixes related to “notify sender” functionality and campaign completion notification to non-respondents
- Various IPAWS fixes related to permissions enhancements as per FEMA guidelines

## Outstanding Defects in this Release

- [Global Settings] [Quota Campaign] [Escalation Campaign] User is shown more campaigns than the defined number of 'Maximum Concurrent Campaign' in Global Settings
- [IE Utility][Receivers] Attributes are not imported through IE utility
- [IE Utility][Carrier] 'Pin template', 'Hide Recipient Address in a Group Message' and 'Backup Carrier 2' does not retain its state after importing through IE utility
- [Escalation Progress] The tab of "escalation progress" on the "campaign progress" panel is displayed even if the user does not has rights to access both primary send and custom escalation send panels
- [Primary Send] [CC Responses] 'Show Group Members' against already selected Response CC recipients is showing 'Page not found' error
- Server keep sending messages over socket even session is expired
- Response CC status are shown on sender device even if implicitly add receivers is disable from global settings
- Server does not send read receipt to device when 'Response CC' is disable from global settings
- [Statistics] The date filter "From <date> : To <date>" on Statistics panel does not allow the user to select the previous day after date change unless the user logs out and re-login

## Contacting Customer Support

You can contact HipLink customer support at the following times and with the following methods:

Time	Monday through Friday 8:00 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	408-399-6120
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.