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

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

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

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_5.0.18.337.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_5.0.18.337.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

Changes on IPAWS Module

- Changed channel name label from "CMAS" to "WEA/CMAS" on IPAWS send panel & IPAWS add / edit profile panel

- Display the active profile on the IPAWS send panel in a clearer and user friendly manner

- Changed the shading / background color when user selecting target channels on IPAWS send panel

- Added detailed map selection guidelines on the map popup on IPAWS send panel

- Changes on Email Gateway & File System Interface

- Allowing granular values with as low as 1-sec in the configuration for Queue Checking Period

- Changes in Scheduler service

- Modified queue checking period from 60 seconds to 2 seconds

Changes in HipLink Mobile

- Added PUSH notifications reminder attempts & PUSH reminding timeout in HNP carrier
  - User can now define multiple attempts for HNP PUSH notifications to a device in case the device does not acknowledge a PUSH sent to it.

- Added PUSH reminder fallback fields in HNP Configuration

- In case all PUSH reminders are exhausted without device acknowledging, user can define an alternate carrier in HNP Configuration through which an Email / Text can be sent on the device informing him about pending message on HipLink server. This fallback message would be sent on the device Text / Email PIN defined in particular receiver record
  - Allowed carrier protocols for PUSH reminder fallback message are GSM, SMPP, SMTP, SNPP 1 way, SNPP 2 way, WCTP 1 way, WCTP 2 ways, HCCTP 1 way, HCCTP 2 way.
  - Added report nodes for each PUSH reminder attempt being made
  - Added report node for PUSH reminder fallback Text / Email being sent
- Upgrade APNS integration from Socket to HHTP/2 API for improved reliability and performance

- Implemented writing of APNS response received from Apple server in logs

- Implemented writing to logs by HipLink installer for both fresh install as well as upgrade from previous versions

Issues fixed in this Release

- Fixed issue of PIN for PUSH reminder failure fallback being mandatory for HNP receivers
- Fixed issue of not able to define PIN for PUSH reminder failure fallback for LDAP HNP receivers
- Fixed issue of settings for PUSH reminder failure fallback being wiped out on enabling / disabling HNP Configuration
- Fixed issue of HNP Manager hanging and restarting on sending PUSH reminders
- Fixed issue of HNP receivers not receiving messages after build upgrade
- Fixed issue of PUSH reminder fallback Text / Email not being sent after PUSH attempts are exhausted and no acknowledgement is received from device
- Fixed issue of PUSH reminders being sent even when disabled in HNP carrier
- Fixed issue of multiple PUSH reminder attempts being made when application is in manual logout state
- Fixed issue with using Cached Map Service as a base map on ArcGIS send panel
- Fixed issue in reading single-layer GIS Dynamic Map Service in ArcGIS configuration reader
- Fixed issue of map layers not being saved in GIS configuration in case only one layer is selected
- Fixed issue of map layers not being loaded randomly on GIS send panel due to asynchronous loading of GIS map and its layers
- Fixed issue in accessing IPAWS send with non-admin user who does not has manage IPAWS rights
- Fixed issue in Email Gateway and File System Interface not reading queue checking period time from the configuration file
- Fixed issue in email gateway service terminating abruptly on excessive load
- Fixed issue in File Transfer Manager abnormally terminating if the client is terminated during file upload
- Fixed issue in File Transfer Manager when in some rare instances, it has been observed that when Receiver contact image is pointing to a non-existing record, it leads mobile client into unwarranted situations. This fix will reset the ghost image record in Receiver DB.

Outstanding Defects in this Release

- [Reports] No report node of "PUSH Notified" is created if there is a backup HNP carrier defined in the primary HNP carrier and message is fall back to backup carrier and push is generated
- [HNP Push] Server does not ignore push notification in case of client build un-installation
- [Reports] When multiple push reminders are sent to a HNP device the attempt count is not displayed in the respective report node for the push reminder
- [Receivers] The field "Alternate PIN for Push Notification Reminders" is displayed in HNP receivers even when the "Push Reminder Fallback" is disabled in HNP configuration
- [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
- 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
- Add push retry functionality incase message is not delivered to the recipient
- Server force expires HNP users sessions after session_expiry timeout even if user is using app

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	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.