



RELEASE NOTES

Windows HipLink 5.0 RC 20

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_5.0.20.45.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_5.0.20.45.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

Enhancements in HipLink Mobile

- Added PUSH notifications reminder attempts & PUSH reminding timeout options in the HNP carrier setup
 - Admin can now define multiple attempts for HNP PUSH notifications to a device in case the device does not acknowledge a HNP PUSH sent to it.
- Implemented PUSH Reminder Failover via SMS Text
 - In the case that all PUSH reminders are exhausted without the device acknowledging the receipt of a pending message, a reminder SMS message will be sent to the user's phone informing them to check HipLink mobile application for an incoming message. This failover message would be sent on the device Text PIN defined in particular receiver record
 - Added report nodes for PUSH reminder attempt being made
 - Added report node for PUSH reminder failover Text / Email being sent
- Upgraded APNS integration from Socket to HTTP/2 API for improved reliability and performance
- Implemented writing of APNS response received from Apple server in logs

Changes in HipLink Installer

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

VoIP Messaging Enhancements

- Added a Custom caller ID text field on the ArcGIS, Web Signup & Voice Send Panels
 - For messages sent via voice through these send panels, there is a field to provide the caller ID text field that overrides the value (if any) provided in VOIP carrier settings and in the Dialer DB
 - This results in the user receiving the voice call from a User defined caller ID

Issues fixed in this Release

- Fixed multiple issues related to recipients not be selected and being removed after selection on the Send panel.
- Corrected the URL in cmd_config file after build installation
- Removed the Caller ID field on Send panels not required
- Fixed issue in System Administrator treating the scheduler service as hung / crashed after build installation
- Increased the default pixel size of receiver contact image from 150 x 150 to 350 x 350 pixels
- Restricted the Post Installation Setup Wizard from asking the user the email server and administrator email details in case of upgrade from 4.7.
- Rephrased the Push Reminder Fallback message template
- Added report node for Push Reminder Fallback message
- Added VOIP message specific filters in reports drop downs
- Fixed messenger crashing on manual stop
- Fixed forced session termination of HNP devices after the access token expiry timeout
- 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

- [WSU Public Page] Optional address fields are responding as mandatory fields at the time of registering.
- [WSU Public Page] 'Cannot read property' error message is shown when a registered recipient with long password tries to log in.
- [HNP Session] Updated information is not showing in HNP Session
- [Installer] The HL 5.0 installer creates installation, upgrade and un-installation logs on server machine desktop
- [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
- 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

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.