



# 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

##### Pre-Requisites:

- **ODBC driver 11 for SQL server has been installed (HipLink Enterprise only)**
  - ❖ If it's not installed, download and install the ODBC driver 11 for SQL server from here: <https://www.microsoft.com/en-us/download/details.aspx?id=36434>. Choose the x64 version only for 64-bit systems. (This version has superseded SQL Server Native Client (SNAC) ODBC driver that comes with SQL Server 2012, and this driver also supports newer features in ODBC 3.8 standards. Microsoft has now chosen this driver as the preferred option and it includes all functionality that SNAC does.)

##### 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.)
  - **For HipLink Enterprise (SQL Server) edition:** Take backup of the entire corresponding SQL Server database of HipLink.
- Extract the HipLink build (WIN\_HL\_5\_0\_Installer\_5.0.20.69.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\_5.0.20.69.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.

## 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
  - The Admin can now define multiple attempts for HNP PUSH notifications to a phone in case it does not acknowledge receiving a HNP PUSH sent.
- Implemented PUSH Reminder Failover via SMS Text
  - In the event 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 telling them to launch HipLink Mobile for an incoming message. This failover message would be sent on the device Text PIN defined in the 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 HHTP/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 from the HipLink installer for both a fresh install as well as an 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 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

### WCTP Gateway

- New feature Implementation to support incoming messages over WCTP protocol. This gateway allows 2-way messaging using WCTP Enterprise Host mode of operation and WCTP Transient Client mode of operation

### Implementation of Retry Proxy Framework for Enterprise edition

- Implementation of a proxy layer with the Data Access Layer to retry failed SQL queries at the transaction level, so that any recoverable errors, such as deadlock situations, can be successfully executed in the subsequent attempt

### **HNP Login Password Change**

- Implemented an optional feature for allowing the User to change their login password from mobile clients

### **Support for shared SQL Server database by two HipLink Enterprise servers in Active-Passive Configuration**

- For HipLink Enterprise (SQL Server) edition, the corresponding HipLink database residing inside SQL Server can be shared between two HipLink servers deployed in Active-Passive configuration. (For further details, refer to the guide provided separately for configuring the Two HipLink servers in this configuration)
- In addition, all the configuration files have also been moved from the application server directory (HipLink\config) into the database

### **Redundancy Manager Support in Active-Passive switchover in Shared Database Environment**

- A dedicated HipLink service (Redundancy Manager) to keep all HipLink services in running state on the then Active server and in stopped state on the then Passive server. (For further details, refer to the respective configuration guide provided separately for configuring Redundancy Manager on both Active and Passive HipLink)

### **Support for multiple dedicated Messaging Queues in the Enterprise edition**

- Ability to add multiple messaging queues in the Enterprise edition. This allows certain kind of messaging traffic, such as high priority traffic, to be segregated from the regular messaging queue, and be processed through its own dedicated messaging queue. This can increase messaging throughput as multiple queues can be added for multiple messengers of same or different protocols which would process message files in parallel.

### **Assumptions for this build for HipLink Enterprise only**

Following are the assumptions for this build that need to be strictly adhered to:

1. Both HipLink deployments are installed on exact same physical directory on the two application servers.
2. Both HipLink server machines are configured in the same time zone in Windows.
3. Both HipLink servers have the exact same build version of HipLink.
4. The deployment includes a load balancer (or similar software) that controls the traffic routing to the HipLink servers, such that it controls routing the traffic to the backup HipLink server in the event when the primary HipLink server goes down, and vice versa.

## 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.
- Fixed multiple issues on HNP activation and session panel on receiver session and activation re-creation.
- Fixed multiple issues on Alarm Notification Gateway panel related to license key validation and incorrect field validation prompts.
- Fixed multiple issues related to Web Sign Up recipient address and password while registering a new recipient from Web Sign Up public pages.
- Removed all references of files which were conflicting with Accunetix scan
- Fixed selection of certain UI elements in Chrome and Firefox browsers.
- Fixed issue of user session being invalidated in case the demo / temp license key expires or the server machine IP address changes
- Fixed issue of services randomly crashing when logs level are set to TRACE
- Removed map filters being saved on GIS send panel from being shown on the IPAWS GIS map panel
- Fixed the ordering change behavior on Message Filters panel
- Removed invalid values being shown on the Statistics panel
- Fixed upgrade of build from previous build when previous build is installed on a directory path which does not include HipLink directory
- Implemented sending of alert by redundancy manager service to HipLink receivers and receiver groups on all alerts
- Fixed issue of HipLink services unable to resume operation after a database outage and recovery

**Note:** The issues reported by Accunetix scan are fixed by running the script **RC4SSL3IISTildeDirectoryEnumDisable.bat** included in the installer. Impact of this script is not isolated to HipLink, so it is not executed by installer but can be run by user manually.

## Outstanding Defects in this Release

- [HNP Session] Updated information is not showing in HNP Session
- [HNP Push] Server does not ignore push notification in case of client build being uninstalled
- [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
- [Resend Panel] Caller ID is not fetched from sent GIS message when loaded from resend panel
- [IPAWS Inbox] Incorrect header is shown in pop-up for date range filter of 'Sent Time' column

## 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	<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.