RELEASE NOTES
Windows HipLink 5.0 RC 18.3 Standard Edition

Supported Platforms

- Windows Server 2012 and Windows Server 2012 R2
- Windows Server 2008 R2
- Windows 7 – 32/64 bit
- Windows XP, Windows Server 2003 and Windows Server 2008 R1 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 or hiplink.ws 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_5.0.18.215). 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-MaintenanceManager 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_5.0.18.215
- 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 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 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 & Fixes

- The HipLink Notification Protocol (HNP) used by HipLink Mobile has been enhanced to use a more efficient transport layer. The messages are smaller in size and therefore data exchanged between the server and apps decreases for the same amount of usage as compared to previously. This allows for faster performance with higher scalability. The stateless nature of the new protocol allows for more efficient connectivity to the server for a smoother user experience even in situations where they face poor connectivity.

- The HipLink Generic protocol driver has been enhanced such that messengers associated with it now have 2 new parameters: sender email and subject. This enhancement allows for more efficient integrations with the CodeRED solution from Emergency Communication Network (ECN).

- The Primary Send, Voice Send, and ArcGIS Send Panels can now send audio recordings and dispatch audio file attachments.

- IPAWS enhancements have been implemented in this this version of HipLink:

- o Choose which channel to dispatch from using the IPAWS Send panel (EAS, NWEM, CAPEX, CMAS, and / or Public Alerts).

- o A dedicated IPAWS Inbox allows an Emergency Manager to receive and read IPAWS alerts from other COGs on a real time basis.

- o Ability to abort an already sent IPAWS campaign.

- o The IPAWS Send panel now offers the ability to check if the User is connected to FEMA successfully. If the COG certificate has expired or FEMA servers are down then the User will be shown that he's not connected to the FEMA servers.

- Administrators can now empty queues with a single click on the 'Empty' button on top of every Queue page.

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.