**RELEASE NOTES**

**Windows HipLink** **5.1**

# 

# 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

* **ODBC driver 11 for SQL server has been installed (for Enterprise version 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 (This version has superseded SQL Server Native Client (SNAC) ODBC driver that comes with SQL Server 2012, and this driver also supports newer features in ODBC 3.8 standards.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\_5.1.0.113.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. Completely clear Web Browser cache  
6. 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\_5.1.0.113.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.
* 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.

## 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)
* Microsoft Edge (latest version)

**NOTE:**

Latest update of Microsoft Internet Explorer 11 has disabled “Access data source across domains” by default. This can cause issue in running DB Configuration Wizard to convert HipLink from Standard database to Enterprise (SQL Server) database. Following steps are required to bypass this issue:

1. On Internet Explorer 11 go to Internet Options -> Security
2. On “Intranet” and “Internet” sections select custom level and find Miscellaneous -> Access data sources across domains.
3. Select Enable and Apply.
4. Restart the browser.

**New Features & Enhancements**

**SEND PANEL CHANGES**

* **Ability to show First and Last name on Primary Send panel instead of Receiver name**
* A check box has been provided that will toggle the display of the receiver list based on their First Name / Last Name if defined as opposed to Receiver name. This allows for flexibility in defining receiver names.
* **Moved Advanced Messaging and Two-way Send functions in the Send Panel**
* The explicit checkbox to enable Advanced Messaging has been moved from the top of the Send Panel to the right menu in order to simplify selection of message sending parameters.
* The explicit checkbox to enable and modify Two-Way Send options has been moved from the top of the Send Panel to the right menu in order to simplify selection of message sending parameters. For all types of messages, Two-Way Send will be appropriately enabled by the system based on the Receiver type and the Carrier protocol.
* All menus on the right, advanced menu are shown collapsed to simplify the screen.

**MESSENGER & CARRIER CHANGES AND ENHANCEMENTS**

* **New symbol options for defining different receiver types in the carrier settings. The new icons will be shown in the Send Panel with associated receivers.**
* **HNP Messenger Enhancements**
* Implemented processing multiple status nodes in a single two-way response query, thus increasing the Reports status updates for a HNP message.
* Implemented maintaining the actual time stamp in the historical status nodes in Reports that would reflect the exact time when the message is delivered, received, read, or responded on the HipLink Mobile client app
* Added the "None" option for Messenger Polling Interval for all messengers for a near zero interval between fetching two batch of queued messages by a messenger for faster processing of messages created in the Paging queues. The "None" option is set as the default for HNP protocol, while 1 second is kept as default for all other protocols, from the current 10 seconds.
* **Support to disable batch messaging in SNPP and SMTP carriers**
* Added a check box "Disable batch messaging" in SNPP and SMTP carriers that allows disabling the provision to submit multiple PINs in a single batch for the same message to fix problems with certain SNPP/SMTP Gateways that don’t support multiple message batches.
* **Added MIME encoding option in SMTP carrier settings**
* Implemented support to choose an option for MIME encoding in SMTP messages - Default, Always and Never. The "Default" option will dynamically use MIME encoded envelope for emails with attachments, while use plain text for emails without attachments.

**HIPLINK MOBILE ENHANCEMENTS**

* **Ability for the User to add their own picture from within the app**
* Both the server side functionality as well as a new mobile application enabling HipLink Users to set an image as their contact image in HipLink. The image will be displayed in the Receiver record.
* **Initiate a secure video call**
* The feature allows HipLink users logged in to the server to initiate a video call to other HipLink mobile users from their contacts.
* **The ability to make “Subscription Groups” available as Alert Topics on HipLink Mobile**
* All Subscription groups which are public informational groups defined in the server, are now shown in a new menu item and screen in HipLink Mobile as Alert Topics. These Alert Topics s are presented to the User in a list and from the list, the User can either opt-in, or opt-out of the topic. The opt-in function will make the HipLink Mobile Receiver a member of the Subscription Group, whereas opt-out will detach the receiver from the Subscription Group.
* **Ability to recall HipLink Mobile Messages**
* Capability for the HNP messages to get recalled after they have been send to the target HNP device. The recall request when received on the device, the message will be blocked from further viewing and the user cannot respond to the message.
* **HNP API default port changed from 443 to 5223**
* **Implemented automatically storing receiver “Call Back Number” formatted for better visibility on the mobile clients.**

**NEW HIPLINK ALERT APP**

* **New Emergency Broadcast Mobile Application**
* A standalone mobile client called HipLink Alert is now available for emergency broadcast messaging that doesn’t require receiver licenses.
* Separate controls on the send panel to dispatch message to all the anonymous HipLink Alert clients set up for emergency alerts.
* Supports attachments to the messages

**OTHER ENHANCEMENTS AND FEATURES**

* **Support to define a number for text message failover in a HipLink Mobile Receiver record** 
  + In the event HipLink is unable to confirm delivery of a message sent to HipLink Mobile after multiple attempts, it will send a text message to the phone number indicated to alert them to launch the application.
* **Ability to define a “Call Back Number” in the Receiver Record for a HipLink Mobile User**
  + If a phone number is entered in the “Call Back Number” field in the HipLink Mobile Receiver record this number will be displayed in the detailed contact information screen on the app. The number can be what the User wants to use as a call back number as many times they want something other than their cell phone number such as an office or station number.
* **Show the message dispatch time vs. creation time in Scheduled messages**
* Changes in scheduler module to show the actual message dispatch time in a scheduled message versus the message file creation time
* **Cover By activity logging in HipLink logs**
* Receiver cover-by assignments done from the HipLink User interface are now logged in HipLink logs

**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 reports nodes order and timestamps for HNP messages
* Fixed issues of email cc and result to user email not working for HNP messages
* Fixed issue of incorrect statistics being calculated for HNP messages
* Fixed issues on messenger and carrier add / edit panel in case of single paging queue in license key
* Fixed build upgrade issues from earlier 5.0 and 4.7 versions
* Implemented line break support in message templates content editor.
* Implemented loading of Send panels with all the side menus in collapsed state.
* The "Text Failover Number" field in receivers is now being imported through IE Utility
* Set page caption throughout the application as HipLink 5.1
* Changed the title of desktop shortcut and add / remove programs entry to HipLink 5.1
* Added auto-shutdown of HNP Manager along with other HipLink services on Primary Server when active server role is switched to the Backup server on shared database environment.
* Fixed issue of message file creation if the license key has only a single messaging queue
* Fixed issue of LDAP receivers synced in disabled state when Department is switched OFF from license key.
* Fixed issue in IE Utility not importing schedules of multiple receivers.
* Fixed issue in accessing Send panel in browser IE 11.
* Fixed issue in counter of incorrect user logins not being reset on a successful login.
* Fixed issue of messengers and carriers not having messaging queue defined when upgrade from HipLink RC 14 Enterprise version.
* Added the filter value “Receiver Full Name and Group” in Global Settings field “Default Search field on Send Panel”

# Outstanding Defects in this Release

* User is unable to add line break between two controls in creating / editing message template without having any static text between the two controls.
* User is unable to add line breaks in text in creating / editing message templates in browser Microsoft EDGE.
* Statistics are not calculated for HipLink Alert emergency broadcast messages.

**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](mailto: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](mailto:support@hiplink.com)

Also visit our website [www.hiplink.com](http://www.hiplink.com) for general information.