**RELEASE NOTES**

**Windows HipLink** **5.2**

#

# 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\_5.2.0.88.zip).

• Run the HL-5.2-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\_5.2.0.88.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 upgrading 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)

**New Features & Enhancements**

1. **SSO Support using ADFS**
* Implemented Single Sign On (SSO) using Active Directory Federation Services (ADFS) to provide support for organizations to allow using on-site Active Directory credentials to login into HipLink.
* This feature will result in the switching OFF of LDAP support from license key. Alternatively, LDAP support in license key will result in “SSO Support using ADFS” being switched OFF.
1. **Support to populate Callback Number and Push Fallback number for receivers**
* Receiver Callback & Push Fallback numbers can be added and synced through HipAdm utility, IE Utility, SOAP API and LDAP enhanced service.
1. **APNS Push Notification Validations**
* Added Push Certificate expiration verification in System Attendant at 12am (midnight), alerting admin if remaining days are below a configurable threshold.
* Added validation on HNP Configuration if Push Certificates are Valid. Warning shown if expiration is approaching.
* Displayed 'Issuer Name' of push certificate on HNP Configuration panel
1. **Support for syncing receiver email cc & email failover through LDAP service.**
2. **Support for adding HNP type receiver through HipAdm Utility**
3. **Support for sending HNP Emergency Broadcast messages through REST API**
4. **Updated SQLlite3 library to latest version for increased stability and better performance.**
5. **Ability for user to set the “Show Full Name” option on Primary Send panel persistent for his account.**
6. **Simplified HNP Configuration**
* Assigned Owner fields in Global Settings enabled by default and hidden
* The fields “Number of Processor Thread” and “Jobs to process per cycle” are hidden by default from HNP configuration panel.
* “OTA Updates” settings are hidden from HNP Manager Advanced Settings GUI with default value set to Enabled
* “Push Notifications” template hidden from HNP Manager Push Notifications GUI
* 'Certificate Type' radio buttons hidden from HNP Configuration Push Settings screen with default value set to Development
1. **Changes in Message Templates Content Editor**
* Set the GUI content editor to view mode only with editing in template content possible through XML code editor only
* Added validations for restricting user from adding invalid XML characters (The characters < and > must be encoded by user before adding in template text. The tool tip of template content editor has been modified to include hints)
* Existing message templates which violate the above rule (i.e. contain un-encoded characters < and > in template body would need to be edited and updated by the user after the upgrade)
* Added validations for restricting user from adding template XML code in invalid format.
1. **All HipLink server binaries and the HipLink Installer package have been digitally signed**
2. **Changes in IIS for HipLink website deployment**
* Queue Length is set to 10000
* Rapid Fail Protection is Disabled
* Changed FastCGI RequestsPerInstance from 100 to 1000 for optimized usage of system resources
* Changed FastCGI QueueLength from 1000 to 10000
1. **Implementation of Serial port enhancements and consistency across all modules.**
* Range of COM ports on Windows has been enabled from COM1 to COM256 across all modules. Previously, many modules restricted COM ports up to COM32 only, which was incorrect since Windows allows up to COM256.
* Serial Port Parameters: Many modules in HipLink had incorrect values of Baud rate. Different modules had different sequence for the values in Parity and Flow Control, and in some cases, the values were incorrect. Some modules had invalid values allowed for Data Bits and/or for Stop Bits. All of these have been corrected and the values have been made consistent across all modules.
* Default values for Serial Port Parameters have been made consistent to 9600, 8, n 1 across all modules.
* Many other existing and newly discovered bugs were fixed along with the implementation of this feature.

**Issues fixed in this Release**

* Fixed multiple issues of LDAP service not fetching Callback Number and Push Fallback Number correctly from Active Directory as per the defined attributes
* Fixed issues of Callback number not being correctly formatted when added through LDAP service, IE Utility, HipAdm, CLI and REST API
* Fixed the Parity values of TAP Gateway, AN Gateway, TAP Dial Up protocol, TAP Leased protocol, DTML protocol and OAI protocol.
* Changed the Release name to 5.2 in HipLink installer file and the installer screens.
* Fixed multiple issues related to notification of expired APNS certificates and display of APNS certificate information on application panel.
* Added validations for incorrect XML format in creating message templates
* Fixed memory leak in HNP Messenger service during messaging
* Corrected emails sent by System Attendant service regarding upcoming expiry of APNS certificates.
* Fixed multiple issues in build upgrade from previous builds.
* Fixed multiple issues in license key application.
* Fixed SOAP API not working issue for all operations
* Fixed issue of password cache timeout functionality not working for SSO login through ADFS.
* Fixed issue of “Override Unavailability” checkbox on Primary Send panel not being functional.
* Fixed issues in message templates being assigned to users with send panels on which the user did not has permission.

# Outstanding Defects in this Release

* Exporting all data of Web Sign Up recipients does not export all recipients if others filters are applied
* The "Call Back Number" is imported through IE Utility even if it is invalid
* Device Type icons are not showing correctly on Direct Send panel
* Clicking on "Show Group Members" link does not open any popup if user does not have the rights to view and manage the selected receiver groups

**Contacting Customer Support**

You can contact HipLink customer support at the following times and with the following methods:

|  |  |
| --- | --- |
| **Time**  | Monday through Friday7:00 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](http://www.hiplink.com) for general information.