



# RELEASE NOTES

## Windows HipLink 5.3

### 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 13.1 for SQL server has been installed (for Enterprise version only)**
  - ❖ If it's not installed, download and install the ODBC driver 13.1 for SQL server from here: <https://www.microsoft.com/en-us/download/details.aspx?id=53339>. Choose the x64 version only for 64-bit systems.

#### 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\_3\_Installer\_5.3.0.169.zip).
- Run the HL-5.3-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\_3\_Installer\_5.3.0.169.zip) into any directory
3. Run the HL-5.3-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.

## 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 5.3 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

### HIPLINK MOBILE ENHANCEMENTS

- **HipLink Mobile Data Roaming Profile**  
HipLink mobile client data (Sent and Received Alerts, Sent and Received Messages, Drafts, Statuses and Responses) can sync across multiple devices after each successful login. The User is automatically logged out of the previous device when logging into a new one. The data for each respective client is stored on HipLink server for a defined period of time.
- **File upload / download for HipLink mobile clients using HTTP API**  
File upload / download process for HipLink Mobile clients has been transferred to a HTTP API from TLS socket-based service for better speed and scalability.
- **Ability on HipLink server to send messages to HipLink Mobile or HipLink Alert**  
Added a checkbox on the Primary Send panel on the HipLink server that allows the User to select the target of a message as HipLink Mobile, HipLink Alert, or both.
- **HipLink mobile message statuses independent of Response CC**  
The HipLink Mobile message status such as DELIVERED, RECEIVED, READ is now delivered to HipLink Mobile devices irrespective of Response CC configuration in Global Settings on the HipLink server.
- **Implemented sending a SMS text message to a HipLink Mobile receiver who is registered but has not activated the service. This requires a Text failover number to be defined.**

### PERFORMANCE & SECURITY ENHANCEMENTS

- **Updated OpenSSL and CURL libraries**  
Updated OpenSSL to version 1.0.2n and libCURL to version 7.58.0. This provides support for latest security fixes in workflows involving Crypto and SSL processing, and in all HTTP/HTTPS communication including support for HTTP2.
- **Enhanced HipLink reports timestamp granularity to milliseconds**  
This provides a finer grained audit trail of the progressing states of a message during its lifespan and a better organization of historical view of the job history pop-up.

### OTHER FEATURE ENHANCEMENTS

- **IPAWS messaging on a selected mapped area without ArcGIS support in license key**  
Account is able to configure an ESRI GIS connection to send messages from the IPAWS send panel to a selected area of map. The process is now independent of licensing the HipLink ArcGIS integration for other mass notification.
- **Confirmation before initiating an IPAWS campaign**  
The User is asked to confirm the action to be taken prior to final initiation of an IPAWS campaign. The confirmation pop-up indicates the target channels of the message as well as the message headline.

- **Ability to post Pictures & Videos on Facebook & Twitter platforms**

HipLink users can now upload pictures and videos onto Facebook & Twitter platforms in addition to posting text messages.

**Limitations:**

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- Uploading multiple videos on Facebook in a single message will result in each video being posted as a separate Facebook post with same accompanying message. This is because currently Facebook does not support posting multiple videos in a single post programmatically.
- For image and videos attachments that could be uploaded programmatically, Twitter has certain limitations and specific recommendations that must be adhered to, that have been followed accordingly in HipLink's Twitter implementation. For further details, refer to the following URLs:

<https://developer.twitter.com/en/docs/media/upload-media/uploading-media/media-best-practices>

<https://help.twitter.com/en/using-twitter/twitter-videos>

- **Upgraded JavaScript / JQuery API version to fix the High and Medium level security vulnerabilities reported in Accunetix security scan.**

### **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 issues with HNP data sync when the API logs are disabled

### **Outstanding Defects in this Release**

- User is not shown an error when saving a message template without proper tags.
- User can save message templates with incorrect data tags.
- If Non-Department LK is updated to Department LK, the existing user groups do not get any permissions assigned on the Default department

## 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.