



RELEASE NOTES

Windows HipLink 5.5

(Build # 5.5.2.68)

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.)
 - **For HipLink Enterprise (SQL Server) edition:** Take backup of the entire corresponding SQL Server database of HipLink.

- Extract the HipLink build (WIN_HL_5_5_Installer_5.5.2.68.zip)
- Run the HL-5.5-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_5_Installer_5.5.2.68.zip) into any directory
3. Run the HL-5.5-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
- **For HipLink Enterprise (SQL Server) edition:** Take backup of the entire corresponding SQL Server database of HipLink.
- Go to Windows -> Control Panel -> Add/ Remove Programs
- Select HipLink 5.4 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)
- Apple Safari (Only on Mac)

New Features & Enhancements

HIPLINK MOBILE ENHANCEMENTS

- **Enhanced response options in Compose Alert**
In previous versions of HipLink Mobile, the default response options of Confirm or Reject didn't show in the advanced section of "Compose Alert". In the GUI, this feature is controlled by the value defined in the Global Settings panel for Disable default Confirm and Refuse actions in 2-Way messages. This has been enhanced so that if enabled the default response options will be available in "Compose Alert" on HipLink Mobile as well.
- **Universal App Store Version**
HipLink is shifting from customer specific Enterprise builds to a Universal Application that can be distributed through Apple App Store as an option for customers. The Universal client app is supported from version 5.5 forward. In addition, the App is able to communicate with different client versions irrespective of platform. If the client discovers that server is not at v5.5 or above, the User won't be able to login.
- **HipLink Mobile Receiver License Enhancement**
The same user who logs in from different devices i.e. phone, tablet, or desktop, is counted as single device license even though it has multiple activations. The User will not be able to be logged in to multiple devices at the same time for security reasons.
- **Simplified Dropdown in HNP Carrier Settings**
To simplify and make the options clearer, there are two options available for Push on Logout dropdown, Disabled and Enabled for last Device.
- **Process for designating "Last Device" for notification process**
When sending a push notification of a pending message for Users who are logged out, the desktop client will not be considered the last device logged in. Instead, the system will default to the last mobile device. This process is active if "Enabled for last Device" is selected for the "Push on Logout" selection in the HNP settings.
- **New Token based Push Notifications**
HipLink now supports token based Push Notifications instead of certificate based Push Notifications in order to support multiple HipLink Apps in Apple App Store.
- **Organization Access Code support for HipLink Alert App**
Added support for multiple clients for HipLink Alert App through unique Access Code

INCREASE IN DATA RETENTION FOR STATISTICS DISPLAY

Hiplink will give the option for retention of statistics data for messages and activity for more than 30 days. The User will be able to filter and view the data on the HipLink statistics panel on web console.

FORGOT PASSWORD WORKFLOW ENHANCEMENTS

For better workflow and increased security, the “Reset Password” functionality has been changed from one step to two steps. The system will no longer generate a new password and email it but instead, send a token to the email address on record. This token will expire after 30 minutes and is used to access to a screen that forces a new password.

FACEBOOK API VERSION UPGRADE

Due to the changes at Facebook for increased security and validation, the Facebook Graph API version has been upgraded to 3.1. Versions prior to 3.1 will be deprecated by Facebook in near future.

FILE TRANSFER MANAGER SERVICE REPLACEMENT

FT Manager Service is a legacy File Transfer manager that was active in previous versions. We have replaced this service and it has been removed from 5.5 and onwards. It is replaced by an HTTP based service for increased performance and reliability. This will be transparent to current users, and simply be a better user experience.

SUPPORT FOR PROVIDING SMTP SENDER DOMAIN NAME

HipLink has changed the option for SMTP hostname and supports providing an explicitly defined value for SMTP sender domain name from the previously hard-coded localhost value. This allows support for SMTP servers that require the sending system to provide a known email domain name for white-listing purposes and is helpful in other SMTP servers that trigger DDoS limits for the localhost value.

This can be provided both in the Global Settings email server settings as well as in the individual SMTP carrier profiles. The systems upgrading from older HipLink versions will have this value automatically populated with Global Settings Host name (assuming this value is present) or with the machine name.

SUPPORT IN REST API FOR MODIFICATION OF RECEIVERS & RECEIVER GROUPS

HipLink now supports modification of receiver records as well as receiver group’s records through REST API interface as dedicated operations have been added in HipLink REST API module for this support.

SUPPORT FOR LDAPS (LDAP OVER SSL/TLS) FOR ACTIVE DIRECTORY

Implemented support for LDAPS (LDAP over SSL/TLS) for Active Directory (default port 636) to provide security sensitive deployments to take advantage to secure the LDAP traffic of SSL/TLS based encryption.

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 of incorrect version display.
- Fixed an issue of Response CC that message response does not update on device when 'Response CC' is disabled from global settings.
- Fixed an issue of receiver status that user can mark himself as Not Available from device, even when assigned as cover-by for some other receivers
- Fixed an issue of report nodes of not sending 'Completed' and 'Read' status to device if chat message is sent from device and 'Implicitly Add receiver' is not enabled from server
- Fixed an issue of user group permission that User is shown blank remote administration popup on the HNP sessions panel if he does not have the rights to view the particular receiver
- Fixed an issue of user group permission that User is shown incomplete Attribute send panel through which no message sending is possible if he does not have rights to view the receivers of any department
- Fixed an issue of fax and voice send panel where the to a receiver group which has voice, fax and other protocol receivers defined results in error shown on send panel although the files for voice or fax receivers get created successfully
- Fixed transformation of quick message to standard message by API filter if the message is sent through WCTP Gateway
- Fixed multiple issues with scheduled messages for both individual receivers as well as receiver groups
- Fix done in AN Gateway module to allow multiple simultaneous connections to ANG service from outside TCP clients
- Fixed issue in HNP module which was causing random logouts on HipLink iOS devices
- Fixed issue in System Attendant which caused unnecessary restarts of HipLink services at the time of DST time switch in November
- Added support for sending Response CC messages to HipLink mobile devices if added explicitly at the time of message sending to receive the message responses.
- Fixed issue of password cache not working for LDAP login after implementation of LDAPS

Outstanding Defects in this Release

- If Non-Department License Key is updated to Department License Key, the existing user groups do not get permissions assigned on the Default department.
- No permissions of IPAWS module are present in Webservice API Sandbox while adding new user group.

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
Phone	408-399-0001
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.