



Multiple Application Platform Server

MAPS 5.3.2 Release Guide

Product version 5.3.2

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Table of Contents

Table of Contents	3
What's New in MAPS 5.3.2?	4
MAPS Updates	4
Product versions	4
Installation	4
1. Prepare test environment and ensure current backup	4
2. Check for updates	4
3. Allow update process to complete	5
4. Verify the latest version is installed	5
MAPS 5.3.2 Release Notes	6
Resolved Issues	6
Getting Help	7

What's New in MAPS 5.3.2?

Evisions is pleased to announce the release of MAPS version 5.3.2, which resolves the following two issues:

- In MAPS 5.3.0 and 5.3.1, certain network configurations which made it appear to MAPS that different users had the same IP address would sometimes result in users' sessions being either swapped or terminated unexpectedly.
- After upgrading to MAPS service 5.1 or higher, the message "Error while removing HTTP client (client): Unable to acquire a read lock to use the MAPS configuration database." was occasionally appearing in the MAPS log file around the time of the nightly backup. In some cases, this required a manual restart of the MAPS service to resolve.

We appreciate the feedback received from all of our users. Our products would not be what they are today without your continued support. If you have any comments or suggestions, please do not hesitate to [open a HelpDesk ticket](#) and let us know.

MAPS Updates

MAPS 5.3.2 is an update to the MAPS service only.

[Product versions](#)

The latest version of MAPS included in this release is:

- MAPS service 5.3.2.1565

Installation

[1. Prepare test environment and ensure current backup](#)

We highly recommend installing updates in a test environment before applying them to your production environment. You should make sure that a current backup is available in case of any unforeseen issues. To create a full backup of your MAPS environment, go to the **Server** -> **Backups** screen in MAPS and click **Backup Now**.

[2. Check for updates](#)

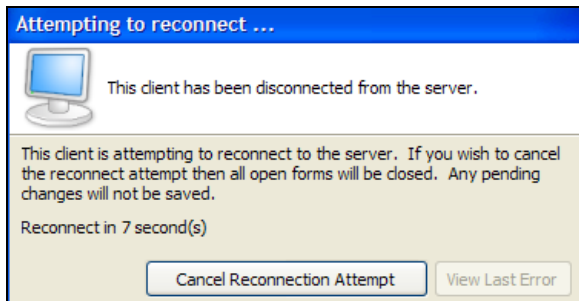
Click the **Check for Updates** button in the MAPS Configuration tool to view available updates.

If you are not already running MAPS 4.x, please refer to the [MAPS 4.0 Upgrade Guide](#) for instructions prior to proceeding with this upgrade.

It is possible to apply updates when users are on the system; however, to avoid the possibility of losing unsaved work we recommend applying updates during off hours.

3. Allow update process to complete

When applying updates to the MAPS service you will be temporarily disconnected from the server:



The update process may take a few minutes to complete. **Do NOT cancel the reconnection attempt or manually restart the server.** You will automatically be reconnected to the server once the update has been applied.

4. Verify the latest version is installed

To ensure that you are on the most current version, continue clicking the **Check for Updates** button and applying the updates until no new updates are available.

Please Provide Us with Your Feedback!

As always, we welcome any [feedback or suggestions](#) you may have. We very much appreciate your thoughts and suggestions, so please keep the great ideas coming!

MAPS 5.3.2 Release Notes

MAPS Service 5.3.2.1565

Resolved Issues

Area	Description	Issue number
Authentication	In MAPS 5.3.0 and 5.3.1, certain network configurations which made it appear to MAPS that different users had the same IP address would sometimes result in users' sessions being either swapped or terminated unexpectedly.	MAPS-1476
Log files	After upgrading to MAPS service 5.1 or higher, the message "Error while removing HTTP client (client): Unable to acquire a read lock to use the MAPS configuration database." was occasionally appearing in the MAPS log file around the time of the nightly backup. In some cases, this required a manual restart of the MAPS service to resolve.	MAPS-1295

Getting Help

For information on using the software, please refer to the in-product Help, which contains detailed information on all aspects of the product.

If you are having problems with the installation or configuration, you can search our knowledge base of common issues and their resolutions at <http://helpdesk.evisions.com>. If you are unable to find the solution, submit a HelpDesk request with a detailed explanation of the problem you are experiencing.

Please do not hesitate to contact the Evisions HelpDesk if any questions or problems arise. We are here to help you and want to ensure your success.

If you find that areas of this documentation could benefit from additional detail or clarification, please let us know. We are constantly trying to improve the installation process to make it as easy as possible.