



Multiple Application Platform Server

## MAPS 5.3.3 Release Guide

*Product version 5.3.3*

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# What's New in MAPS 5.3.3?

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Evisions is pleased to announce the release of MAPS version 5.3.3, which resolves the following issues identified in the previous 5.3.x releases:

- Resolved several stability issues that were uncovered as a result of changes in version 5.3.
- The error 'Last-chance HTTP exception handler: (EDoesNotExist) Connection "" does not exist' was appearing in the MAPS log as a result of unauthenticated sessions failing to connect.
- If multiple users opened the eLauncher and Argos Web Viewer in their browsers and then allowed their sessions to time out, the MAPS service would sometimes throw an access violation and then hang.
- Images on Argos dashboards that were being loaded from network drives were not displaying.

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

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MAPS 5.3.3 is an update to the MAPS service only.

### [Product versions](#)

The latest version of MAPS included in this release is:

- MAPS service 5.3.3.1588

## Installation

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### [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](#)

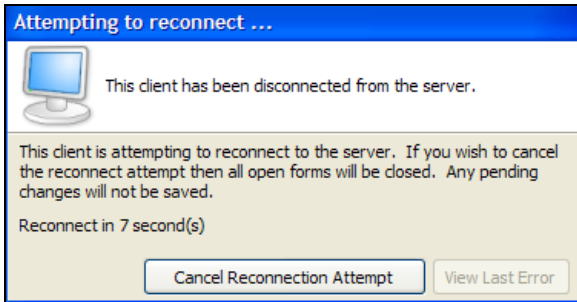
Click the **Check for Updates** button in the MAPS Configuration tool to view available updates.

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 5.3.3 Release Notes

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MAPS Service 5.3.3.1588

## Resolved Issues

Area	Description	Issue number
Argos	After upgrading to MAPS service 5.3.1 or 5.3.2, images that were being loaded from a network drive were no longer displaying on Argos dashboards.	MAPS-1487
Stability	Resolved several stability issues in MAPS that were uncovered as a result of changes in version 5.3.	MAPS-1482
Stability	If multiple users opened the eLauncher and Argos Web Viewer in their browsers and then allowed their sessions to time out, the MAPS service would sometimes hang due to an access violation caused by unauthenticated sessions failing to connect.	MAPS-1479
Stability	After upgrading to MAPS 5.3.1, the error 'Last-chance HTTP exception handler: (EDoesNotExist) Connection "" does not exist' was sometimes appearing in the MAPS log file, caused by unauthenticated sessions failing to connect.	MAPS-1477

# Getting Help

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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.