

Hotfix1 for eXactACCESS Server 4.12.5

Notes:

- This hotfix is only applicable to eXactACCESS **Server 4.12.5**

Key Fixes:

- This hotfix resolves an issue where the eXactACCESSServer.exe process memory usage grows over time eventually causing the server to not respond.

Steps to install:

1. On each eXactACCESS Server, download and unblock the hotfix zip file.
2. Extract “eXactACCESSServer.exe” from the zip file.
3. Stop “HCeXactACCESSServer” service name in Windows Services using service.msc to stop the eXactACCESSServer.exe process.

Caution: stopping this service will take down SSO functionality while you're updating, consider removing the server from load balancing or planning for a short downtime.

4. Rename “eXactACCESSServer.exe” located in the following install folder:
“%ProgramFiles(x86)%\HealthCast\eXactACCESS” to “eXactACCESSServer.4.12.5.16”.
5. Next copy in the new extracted eXactACCESSServer.exe file to
“%ProgramFiles(x86)%\HealthCast\eXactACCESS”
6. Start “HCeXactACCESSServer” service name in Windows Services using service.msc.
7. The hotfix has been applied.

Steps to Remove:

1. Stop “HCeXactACCESSServer” service name in Windows Services using service.msc to stop the eXactACCESSServer.exe process.

Caution: stopping this service will take down SSO functionality while you're updating, consider removing the server from load balancing or planning for a short downtime.

2. Rename eXactACCESSServer.exe located in the following folder:
“%ProgramFiles(x86)%\HealthCast\eXactACCESS” to
eXactACCESSServer.hotfix1
3. Next rename “eXactACCESSServer.4.12.5.16” file in
“%ProgramFiles(x86)%\HealthCast\eXactACCESS” to
“eXactACCESSServer.exe”
4. Start “HCeXactACCESSServer” service name in Windows Services using service.msc.
5. The hotfix has been removed.