

FAQ: LifeStream System Updates

Confirming LifeStream System Readiness

Life Care Solutions is preparing a security patch for users of our LifeStream telemonitoring software for Microsoft Windows. This notice is intended for IT contacts in your organization, and provides a few guidelines for updating LifeStream and checking overall system readiness. We encourage you to share this information with the appropriate contacts at your organization, and to call customer service with any questions at 1-888-353-5404, extension 1.

FAQ: IMPACT AND REQUIREMENTS

Q. How does this impact my organization?

A. The deployment of upgraded technology requires all customers to validate and [accept an automatic LifeStream software update within 60 days](#) of our LifeStream v5.4 release. Users running LifeStream v4.11 or older, will not be allowed to log in after LifeStream v5.4 is released, until a new version is installed. Additionally, the LifeStream Windows application may only be run on a supported operating system, listed in this notice.

Q. How does a user update software?

A. LifeStream checks for software updates whenever the application is started by an end user. When the update is found, the LifeStream user is asked if they would like to install it. Users should select **Yes** when a message asks if a software update may be installed.

Q. Have software updates been blocked?

- A. The following scenarios may block users from updating our software. Contact your organization's IT Administrator for additional assistance.
- A local user does not have administrative rights to install software on any computer.
 - Software updates must first be verified by an IT Administrator, or the software updater has been manually turned off by an organization's IT policy.
 - LifeStream is deployed in a Citrix environment and the updater may not be triggered by opening the application.

Q. How do I check that I have the latest?

A. If an update notice is not seen, users may log in and select the **Help** menu, then select **About**. From the *About* screen, check that the latest LifeStream version is displayed. If the latest version of software is not listed, we recommend manually installing LifeStream by downloading the latest installer.

Q. Is LifeStream available as a Web application?

A. Yes. We recommend transitioning your organization to our LifeStream Web interface. Access the same features of LifeStream plus many more, through a standard Web browser, reducing your organization's installation and setup overhead. Upgrading to LifeStream Web helps ensure users continue to receive access to the latest features, developed for a modern Web architecture.

Q. Why did the Microsoft version requirements change, and does the service pack matter?

A. Microsoft's .NET Framework is required to run many modern applications on Windows. Our software updater will bundle a modern Microsoft .NET Framework v4.7.2 installer with it, if it is not detected on the workstation. This requires the LifeStream application to be running on a compatible operating system. The LifeStream application is tested and validated for the following Microsoft Operating Systems:

- Microsoft Windows 7 (Service Pack 1 required)
- Microsoft Windows 8.1 (Windows 8.1 update required)
- Microsoft Windows 10

Q. Where do I get the latest .NET installer?

A. Microsoft's .NET Framework 4.7.2 installer is available online at: <https://www.microsoft.com/net/download/dotnet-framework-runtime>
Third-party links are subject to change without notice. For more help, visit www.microsoft.com/net/.

Q. How do I sign up a Systems Admin to receive technical communications like this one?

A. Product and services communications are distributed to email lists on record. To sign up an IT contact in your organization for technical notices, and more, please visit: <https://resources.honeywelllifecare.com/SystemsAdminRegistration.html>