

Deployment Instructions - 11.0.0c- Licensed

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Overview

This article helps with the deployment instructions to upgrade the Licensed environment from 11.0.0 to 11.0.0c. Adobe Connect 11.0.0c is distributed as a patch that can only be added to the latest Adobe Connect 11.0.0 system.

Note: Make sure to upgrade to the latest Adobe Connect 11.0.0 version before deploying the Adobe Connect 11.0.0c patch

Target systems

Updated Services:

Host Type	Service/App	Updated	Stopped	Restarted
License	CPS/HM	✗	✗	✗
AEM Author	Author	✗	✗	✗
AEM Publisher	Publisher	✗	✗	✗
Connect App	CPS	✓	✗	✗
Connect App	Adobe Media Server	✗	✗	✗
Connect App	Adobe Media Administration Server	✗	✗	✗
Connect App	Telephony Service	✗	✗	✗
Connect App (TS)	Arkadin TA	✗	✗	✗
Connect App (TS)	Conference America	✗	✗	✗
Connect App (TS)	Intercall TA	✗	✗	✗
Connect App (TS)	MeetingOne TA	✗	✗	✗
Connect App (TS)	Premiere TA	✗	✗	✗
DB	DB	✗	✗	✗
Download	Connect Addin (Win)	✗	✗	n/a
Download	Connect Addin (Mac)	✗	✗	n/a
FMG	FMG	✗	✗	✗
Webinar	CPS	✓	✗	✗
Webinar	AMS	✗	✗	✗
FMSS	AMS	✗	✗	✗

Patch Deployment Details

Types here declared per definitions in the [Deployment Types](#)

Complexity	Basic
Downtime Requirement	Yes

Compatibility	11.0.0
Patch Deployment types	Rolling Restart
Scheduling Windows	Rolling Restart

Target version: 11.0.0

These instructions are for Licensed servers running 11.0.0. Please ensure the environment is appropriate for this upgrade.

1. Bill of Materials

- update_11.0.0b_11.0.0c_licensed_signed.exe

2. Deploy Adobe Connect 11.0.0c Patch

To deploy Adobe Connect 11.0.0c as a patch on the latest Adobe Connect instance, follow these steps:

1. Stop Adobe Connect Service (connectpro) on all CPS servers.
2. Create the following backups:
 - Backup appserv folder on all CPS server. e.g. (c:\Connect\10.6.0\appserv)
3. Copy the patch files **update_11.0.0b_11.0.0c_licensed_signed.exe** to the server on which Adobe Connect service is deployed.
4. Run the patch files (log on with administrator privileges) **update_11.0.0b_11.0.0c_licensed_signed.exe** on each of the CPS servers. Provide the Adobe Connect Installation root directory when prompted, for example: (e:\Connect\11.0.0). A success message is displayed when finished
5. Add below configs in CPS config.ini present at appserv/conf/
 1. **DB_PING_TIMEOUT=25**
 2. **ONE_TIME_TOKEN_CLEANUP_SWEEPER_SLEEP_LENGTH=0**
6. Start the Adobe Connect services. Verify if the changes are reflected in the version.txt file at <http://example.com/version.txt>. Replace *example.com* with your domain.

3. Rollback

1. Stop these services on AC servers: connectpro
2. Ensure all services are stopped and no zombie processes are running.
3. Restore the backup folders from Step 2 in the **Deploy Adobe Connect 11.0.0c patch** section.
4. Remove the added entries in config.ini in step 5.
5. On AC servers, restart these services: connectpro.