

Upgrade to Adobe Connect 11.2.1 using the patch

- [Overview](#)
- [Deploy the Adobe Connect 11.2.1 patch](#)
 - [Config update in telephony_settings.xml](#) present at telephony/service/conf (You may need to contact PGi support team to validate the changes)
 - [Config update in telephony_capabilities.xml](#) present at telephony/service/conf
 - [Deploy to ACTS Servers](#)
- [Rollback](#)
 - [Adobe connect Service](#)
 - [ACTS](#)

Overview

This article provides deployment instructions to upgrade on-premise environments from 11.2.0 to 11.2.1. This includes files that are updated in the patch and deployment instructions. Adobe Connect 11.2.1 is distributed as a patch that can only be added on an existing Adobe Connect 11.2.0 system. To upgrade to the latest patch of version, follow the instructions at the [on-premise patch files for Adobe Connect](#).

Deploy the Adobe Connect 11.2.1 patch

Note: Downtime is required for deploying this patch on your Adobe Connect instance.

The patch impacts the following systems.

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
AMG	FMG	✗	✗	✗
ACTS	ACTS	✓	✓	✓

To deploy Adobe Connect 11.2.1 as a patch on an existing Adobe Connect instance, follow these steps:

1. Stop all the Adobe Connect services.
2. Create the following backups:
 - Backup the Adobe Connect database.
 - Backup the appserv folder.
 - Backup the comserv folder.
 - Backup the telephonyService folder

3. Copy the patch files **update_11.2.1_11.2.0b_licensed_signed.exe** and **telephony_11.2.0b_11.2.1_licensed_signed.exe** to the servers on which the Adobe Connect service is deployed. Copy the `update_11_2_1_0.sql` file to the server on which the Database server runs.
4. As an Administrator, run the patch file **update_11.2.1_11.2.0b_licensed_signed.exe** and **telephony_11.2.0b_11.2.1_licensed_signed.exe** on each of the CPS servers. Provide the Adobe Connect installation root directory when prompted, for example, (C:\Connect\11.2.0). A success message is displayed when finished.
5. If you have installed Premiere Adaptor telephony adaptor in your previous install please update `telephony_settings.xml` and `telephony_capabilities.xml` as below.

Config update in `telephony_settings.xml` present at `telephonyservice/conf` (You may need to contact PGI support team to validate the changes)

- Replace `com.macromedia.breeze_ext.premiere.gateway.PTekGateway` with `com.macromedia.breeze_ext.PGi_PIA_AdobeConnect_Adapter.PGi_PIA_Adapter`
-
- Replace `com.macromedia.breeze_ext.premiere.gateway.EMEA.PTekGateway` with `com.macromedia.breeze_ext.PGi_PIA_AdobeConnect_Adapter.PGi_PIA_Adapter`
-
- Add these new settings

```
<setting id="PREMIERE_WEBSOCKET">wss://piacloud.pgiconnect.com/1.0_WS/PiaWebSocket.svc</setting>
<!--Subscription ID from PREMIERE-->
<setting id="PREMIERE_SUBID">64504695</setting>
<!--Subscription PW from PREMIERE-->
<setting id="PREMIERE_SUBPW">7RwWkqGc</setting>
```
-
- Change `Premiere_Host` and `EMEA_PREMIERE_HOST`

```
<setting id="PREMIERE_HOST">https://piacloud.pgiconnect.com/2.0/PiaRestWebServices.svc</setting>
<setting id="EMEA_PREMIERE_HOST">https://piacloud.pgiconnect.com/2.0/PiaRestWebServices.svc</setting>
```

Config update in `telephony_capabilities.xml` present at `telephonyservice/conf`

- Replace `com.macromedia.breeze_ext.premiere.gateway.PTekGateway` with `com.macromedia.breeze_ext.PGi_PIA_AdobeConnect_Adapter.PGi_PIA_Adapter`
- Replace `com.macromedia.breeze_ext.premiere.gateway.EMEA.PTekGateway` with `com.macromedia.breeze_ext.PGi_PIA_AdobeConnect_Adapter.PGi_PIA_Adapter`

6. To update the Adobe Connect database, run the `update_11_2_1_0.sql` file on the database.
7. 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.
8. Repeat steps 1-6 for each server in the cluster.
9. To verify the installation, follow the steps at [Verify your Adobe Connect installation](#).

Deploy to ACTS Servers

1. Stop ACTS service.
2. Rename existing acts folder in 11.2.0 folder.
3. Extract ACTS.zip
4. Create ACTS folder and copy the files in ACTS directory.
5. Start ACTS service.

Rollback

Adobe connect Service

1. Stop these services on AC servers: `ams`, `amsadmin`, `connectpro`, `cptelephonyservice`.
2. Ensure all services have stopped and no zombie processes are running.
3. Restore backed up folders and database using the backup created from Step 2 in the **Deploy the Adobe Connect 11.2.1 patch** section.
4. Start Services.
5. On AC servers, start these services: `ams`, `amsadmin`, `connectpro`, `cptelephonyservice`.
6. Ensure all services have started.

ACTS

1. Stop ACTS service.
2. Rename ACTS folder to - ACTS 11.2.1
3. Restore ACTS backup from Step 2 in **Deploy to ACTS Servers** section
4. Restart ACTS service.