

Deployment Instructions - 11.2.3 - Licensed

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Overview

This article provides deployment instructions to upgrade on-premise environments from 11.2.2 to 11.2.3. This includes files that are updated in the patch and deployment instructions. Adobe Connect 11.2.3 is distributed as a patch that can only be added on an existing Adobe Connect 11.2.2 system.

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
AMG	FMG	✗	✗	✗
ACTS	ACTS	✗	✗	✗

Target version:11.2.2

These instructions are for Licensed servers running 11.2.2. Please ensure the environment is appropriate for this upgrade.

1. Bill of Materials

- update_11.2.2_11.2.3_licensed_signed.exe
- PGiAdaptor_11.2.3_licensed_signed.exe

2. Deploy Adobe Connect 11.2.3 Patch

To deploy Adobe Connect 11.2.3 as a patch on the latest Adobe Connect instance, follow these steps:

1. Stop Adobe Connect services on all CPS servers.
2. Create the following backup:
 - Backup appserv folder on all CPS server. e.g. (c:\Connect\11.2.2\appserv)
 - Backup comserv folder on all CPS server. e.g. (c:\Connect\11.2.2\comserv)
 - Backup TelephonyService\WEB\WEB-INF\lib\Premiere_Adaptor.jar
3. Copy the patch file **update_11.2.2_11.2.3_licensed_signed.exe** and **PGiAdaptor_11.2.3_licensed_signed.exe** to the server on which Adobe Connect service is deployed.
4. Run the patch file (log on with administrator privileges) **update_11.2.2_11.2.3_licensed_signed.exe** on each of the CPS servers. Provide the Adobe Connect Installation root directory when prompted, for example: (e:\Connect\11.2.2). A success message is displayed when finished.
5. Run the patch file (log on with administrator privileges) **PGiAdaptor_11.2.3_licensed_signed.exe** on each of the CPS servers if you are using Premiere audio provider. Provide the Adobe Connect Installation root directory when prompted, for example: (e:\Connect\11.2.2\TelephonyService). A success message is displayed when finished.
6. Compare server.xml in <installation_dir>\appserv\conf\Server.xml to the one taken in backup step. Please update your server.xml customizations as required e.g. (enabling Https). This step is only required if you had done custom settings in server.xml earlier.
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](http://example.com/version.txt) with your domain.
8. To verify the installation, follow the steps at [Verify your Adobe Connect installation](#).

Rollback

Adobe connect Service

1. Stop these services on AC servers: ams, amsadmin, connectpro, cptelephonyservice, acts.
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 11.2.3 patch** section.
4. Start Services.
5. On AC servers, start these services: ams, amsadmin, connectpro, cptelephonyservice, acts.
6. Ensure all services have started.