

Deployment Instructions - 11.3.0 - Licensed

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Overview

This article provides deployment instructions to upgrade on-premise environments from 11.2.3a to 11.3. This includes files that are updated in the patch and deployment instructions. Adobe Connect 11.3.0 is distributed as a patch that can only be added on an existing Adobe Connect 11.2.3a system.

Deploy the Adobe Connect 11.3.0 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	✗	✗	✗

Patch Deployment Details

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

Complexity	Basic
Downtime Requirement	Yes
Compatibility	11.2.3a
Patch Deployment types	Downtime

Target version:11.2.3a

These instructions are for Hosted servers running 11.2.3a. Please ensure the environment is appropriate for this upgrade.

1. Bill of Materials

- update_11.2.3a_11.3.0_licensed_signed.exe
- update_tomcat_signed.exe
- update_11_3_0_0.sql

2. Deploy Adobe Connect 11.3.0 Patch

To deploy Adobe Connect 11.3.0 as a patch on the latest Adobe Connect instance, follow these steps:

1. Stop all the Adobe Connect services on CPS servers.

2. Create the following backup:

- Backup appserv folder on all CPS servers. e.g. (C:\Connect\11.2.0\appserv)
- Backup comserv folder on all CPS servers. e.g. (C:\Connect\11.2.0\comserv)
- Backup tomcat folder on all CPS servers. e.g. (C:\Connect\11.2.0\tomcat)
- Backup the database

3. Copy the patch file **update_11.2.3a_11.3.0_licensed_signed.exe** and **update_tomcat_signed.exe**

to the server on which Adobe Connect service is deployed.

4. Run the patch file (log on with administrator privileges) **update_11.2.3a_11.3.0_licensed_signed.exe** and **update_tomcat_signed.exe**

on each of the CPS servers. Provide the Adobe Connect Installation root directory when prompted, for example: (e:\Connect\11.2.0). A success message is displayed when finished.

5. Add the following entries in **web.xml** file located in **C:\Connect\11.2.0\appserv\web\WEB-INF** folder (add this under the tag : (<servlet-mapping>
<servlet-name>FlashGatewayServlet</servlet-name>
<url-pattern>/servlet/gateway/*</url-pattern>) refer screenshot :

```
<display-name>Flash Remoting Servlet</display-name>
<description>Servlet-based plugin to Flash Remoting</description>
<servlet-class>flashgateway.controller.GatewayServlet</servlet-class>
</servlet>
<servlet-mapping>
<servlet-name>FlashGatewayServlet</servlet-name>
<url-pattern>/servlet/gateway/*</url-pattern>
<context-param>
<param-name>flashgateway.java.class.filter</param-name>
<param-value>java.*</param-value>
</context-param>
</servlet-mapping>
```

```
<context-param>
<param-name>flashgateway.java.class.filter</param-name>
<param-value>java.*</param-value>
</context-param>
```

6. Execute update_11_3_0.sql script.

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