

Deployment Instructions - 11.3.0c - Licensed

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Overview

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

Deploy the Adobe Connect 11.3.0c 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	11.3.0b
Patch Deployment types	Downtime

Target version:11.3.0b

These instructions are for Licensed servers running 11.3.0b. Please ensure the environment is appropriate for this upgrade.

1. Bill of Materials

- update_11.3.0b_11.3.0c_licensed_signed.exe
- update.sql
- revert.sql

2. Deploy Adobe Connect 11.3.0c Patch

To deploy Adobe Connect 11.3.0c 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).
3. Copy the patch files **update_11.3.0b_11.3.0c_licensed_signed.exe** , **update.sql** and **revert.sql** to the server on which Adobe Connect service is deployed.
4. Run the patch file (log on with administrator privileges) **update_11.3.0b_11.3.0c_licensed_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. Execute **update.sql** script.
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.
7. 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 11.3.0c patch** section.
4. Execute revert.sql script.
5. Start Services.
6. On AC servers, start these services: ams, amsadmin, connectpro, cptelephonyservice.
7. Ensure all services have started.