

Deployment Instructions - 11.4.0b - Licensed

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Overview

This article provides deployment instructions to upgrade licensed environments from 11.4.0 to 11.4.0b. This includes files that are updated in the patch and deployment instructions. Adobe Connect 11.4.0b is distributed as a patch that can only be added on an existing Adobe Connect 11.4.0. This patch is named 11.4.0b as 11.4.0 was a cumulative release for 11.4.0 and 11.4.0a.

Deploy the Adobe Connect 11.4.0b patch

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

The patch impacts the following systems.

| Connect Servers | 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 | Major Release |
| Downtime Requirement | Yes |
| Compatibility | 11.4.0 |
| Patch Deployment types | Full Downtime |

Target version: 11.4.0b

These instructions are for Licensed servers running 11.4.0. Please ensure the environment is appropriate for this upgrade.

1. Bill of Materials

- update_11.4.0a_11.4.0b_licensed_signed.exe
- update_jre_tomcat_11.4.0a_11.4.0b_signed.exe

2. Deploy Adobe Connect 11.4.0b Patch

To deploy Adobe Connect 11.4.0b as a patch on the latest Adobe Connect instance, follow these steps:

1. Stop all the Adobe Connect services on CPS and Webinar 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 jre folder on all CPS servers. e.g. (C:\Connect\11.2.0\jre).
 - Backup tomcat folder on all CPS servers. e.g. (C:\Connect\11.2.0\tomcat).
3. Copy the patch files **update_11.4.0a_11.4.0b_licensed_signed.exe** and **update_jre_tomcat_11.4.0a_11.4.0b_signed.exe** to the server on which Adobe Connect service is deployed.
4. Run the patch file (log on with administrator privileges) **update_11.4.0a_11.4.0b_licensed_signed.exe** and **update_jre_tomcat_11.4.0a_11.4.0b_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. 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.
6. 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 11.4.0b patch** section.
4. Start Services.
5. On AC servers, start these services: ams, amsadmin, connectpro, cptelephonyservice.
6. Ensure all services have started.