

Deployment Instructions For Upgrading On-Prem Enviroments to 11.4.6a

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Overview

This article provides deployment instructions to upgrade licensed environments from 11.4.5 to 11.4.6a. This includes files that are updated in the patch and deployment instructions. Adobe Connect 11.4.5 is distributed as a patch that can only be added on an existing Adobe Connect 11.4.5. It is supposed that new infrastructure was deployed along with 11.4.5 installation before applying this patch. Please note, 11.4.6a is a revised version of 11.4.6 Patch only.

Deployment Impacted Components

Adobe Connect Server Components

Connect Servers	Service/App	Updated	Stopped	Restarted
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: 11.4.5

These instructions are for licensed servers running 11.4.5. Please ensure the environment is appropriate for this upgrade.

1. Backup Folders

- Take backup of following folders on all CPS

```
<Connect_Installation_Dir>appserv
<Connect_Installation_Dir>comserv
<Connect_Installation_Dir>telephonyservice
<Connect_Installation_Dir>jre
<Connect_Installation_Dir>tomcat
<Connect_Installation_Dir>appserv/web/WEB-INF/web.xml
```

3. In Deployment Window

Adobe Connect Servers:

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

a. Execute the patch files (run as administrator):

- update_11.4.5_11.4.6a_licensed_signed.exe on each of the app server nodes. Provide the Connect Installation root directory when prompted (e.g. e:\breeze\11.2.0). The patch file execution should show success prompt on completion.
- telephony_11.4.5_11.4.6_licensed_signed.exe on each of the app server nodes. . Provide the Connect Installation root directory when prompted (e.g. e:\breeze\11.2.0). The patch file execution should show success prompt on completion.
- update_jre_tomcat_11.4.5_11.4.6_signed.exe on each of the app server nodes. . Provide the Connect Installation root directory when prompted (e.g. e:\breeze\11.2.0). The patch file execution should show success prompt on completion.

b. [OPTIONAL] If there were changes in appserv/web/WEB-INF/web.xml earlier before installing the patch, make sure to add your customizations in the file again else those will be updated.

3. Start all services on all CPS nodes.

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