

Deployment Instructions - 11.4.7a – Licensed

Overview

This article provides deployment instructions to upgrade licensed environments from 11.4.6a to 11.4.7a. This includes files that are updated in the patch and deployment instructions. Adobe Connect 11.4.7a is distributed as a patch that can only be added on an existing Adobe Connect 11.4.6a.

Deploy the Adobe Connect 11.4.7a 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	To be stopped	To be 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	Tomcat	✓	✓	✓
Connect App	JRE	✗	✗	✗
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

Complexity	Major Release
Downtime Requirement	Yes
Compatibility	11.4.6a
Patch Deployment types	Full Downtime

Target version: 11.4.6a and 11.4.7

These instructions are for Licensed servers running 11.4.6a. Please ensure the environment is appropriate for this upgrade.

1. Bill of Materials

- update_11.4.7a_11.4.6a_licensed_signed.exe
- update_tomcat_11.4.7_signed.exe
- ConnectAEMEventApp.jar

2. Deploy Adobe Connect 11.4.7a Patch

To deploy Adobe Connect 11.4.7a as a patch on 11.4.6a 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 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).
 - Backup Telephony Service folder on all CPS servers. e.g. (C:\Connect\11.2.0\Telephony Service).
3. Copy the patch files **update_11.4.7a_11.4.6a_licensed_signed.exe**, **update_tomcat_11.4.7_signed.exe** to the server on which Adobe Connect service is deployed.
4. Run the patch file (log on with administrator privileges) **update_11.4.7a_11.4.6a_licensed_signed.exe** and **update_tomcat_11.4.7_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. If you have AEM instances installed, please stop AEM Author and Publish services and upload the **ConnectAEMEventApp.jar** file to Author and Publish CRXDe portals.
6. If you have an issue where a course created from PPTX is not always tracking the users, please add these entries in the custom.ini file:

```
MEETING_CONTENT_TRACKING_DISABLED=true
```

```
SET_TO_COMPLETE_FOR_UNKNOWN_AICC_INFO=true
```

7. Start the Adobe Connect services and start AEM Author and Publish 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 11.4.7a patch** section.
4. Start Services.
5. Stop AEM Author and Publish services and upload ConnectAEMEventApp.jar file from previous release version (e.g. 11.2.0).
6. Remove added entries from custom.ini file.
7. On AC servers, start these services: ams, amsadmin, connectpro, cptelephonyservice.
8. Start AEM Author and Publish services.
9. Ensure all services have started.