

Deployment Instructions – Adobe Connect 9.5.1a







































Description






Maintenance Release 9.5.1a addresses performance issues with the CQ foundation package and PGI Adaptor updates. All bugs resolved address escalations reported by customers. This patch is only applicable, if CQ Author and Publisher or PGI Adaptor is configured in your environment.

Target Systems

This patch is intended for all licensed clusters running connect version 9.5.0. Please ensure the environment is appropriate for this patch.

Updated Services:

Host Type	Service/App	Updated	Stopped	Restarted
Connect App	ACS			
Connect App	Adobe Media Server			
Connect App	Adobe Media Administration Server			
Connect App	Telephony Svc			
Connect App (TS)	Arkadin TA			
Connect App (TS)	Intercall TA			
Connect App (TS)	MeetingOne TA			
Connect App (TS)	Premiere TA			
Connect App (TS)	Premiere EMEA TA			
CQ Author	Author			
CQ Publisher	Publisher			
DB	DB			
Download	Connect Addin (Win)			n/a

Download	Connect Addin (Mac)			n/a
FMG	FMG			

Tracking references

Fixes for the following bugs are included in this patch:

CONN-4072548	Registration fails and error message is displayed upon clicking on "Click here" link if external component is added to Registration page of event template on licensed environment
CONN-4072537	PGi audio conference fails to start (Telephony Adaptors)

Bill of Materials

Files Included

cq-5.5.0-hotfix-49691-1.0.zip

telephony_9.5.1_9.5.1a.exe

Components

Adobe Connect Server

Version.txt will be appended with the following components after execution of the patch.

patch=telephony_9.5.1_9.5.1a

JRE and Tomcat

N/A

Producer

N/A

Telephony

N/A

AMS

N/A

Configuration changes

N/A

Modified Files

Changed Telephony Service Files

TelephonyService\web\WEB-INF\lib\Premiere_Adaptor.jar

Changed CQ Packages:

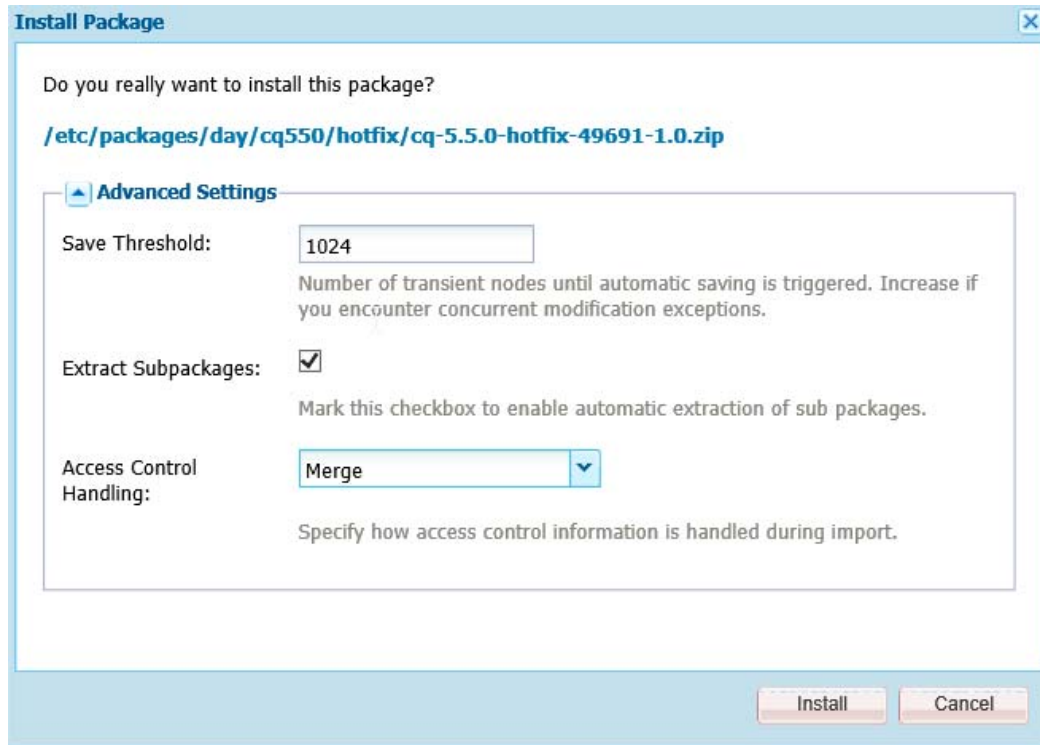
cq-5.5.0-hotfix-49691-1.0

Deployment steps

1. Stop Services
 - a. Stop all Adobe Connect Services using Service Panel
 - b. **IMPORTANT:** Ensure that all Connect services have stopped completely and that the java.exe process is no longer running in the task list before proceeding.
2. Make backups
 - a. Backup files mentioned in the "Modified Files" section to rollback changes including appserv/common/version.txt
 - b. Backup CQ (if applicable):
 1. Copy the entire CQ folder of CQ-Author (<cq-installation-dir>\CQ-Author\crx-quickstart)
 2. Copy the entire CQ folder of CQ-Publish (<cq-installation-dir>\CQ-Publish\crx-quickstart)
3. Install Patch for Telephony Service
 - a. Copy the file **telephony_9.5.1_9.5.1a.exe** to the server running Telephony Service
 - b. Double click the file **telephony_9.5.1_9.5.1a.exe** to run it
 - c. Confirm the location / root directory where Adobe Telephony Service is installed
4. Install CQ Patch
 - a. Log in as Administrator on the CQ Author server
 - b. Open the CQ Master Author package manager (<http://<cq-authmaster>:<port>/crx/packmgr/index.jsp>)
 - c. Upload the new patch file: "cq-5.5.0-hotfix-49691-1.0.zip"



- d. Install the new package and while installing select the "Merge" values for Access Control Handling and click on Install.



- e. Repeat steps 4a through 4d for the CQ Publisher server and make sure you are logged in as Administrator
- f. Note that the CQ Author Slave will be replicated from CQ Author Master, so no need to deploy package on the CQ Author Slave.
5. Start, Verify and Repeat
 - a. Stop and restart the CQ-Author service if applicable
 - b. Stop and restart the CQ-Publish service if applicable
 - c. Start Adobe Connect Services
 - d. Verify version.txt changes (use http://domain_name/version.txt)
 - e. Repeat steps 1-5 for each server in the cluster

Rollback Steps

NOTE: In order to rollback, the backup task must have been completed successfully.

1. Stop the Adobe Connect Services
2. Restore from backup the files that are listed in the "Modified Files" section
3. Restart the Adobe Connect Services
4. CQ
 - a. Open the CQ Master Author package manager (<http://<cq-authmaster>:<port>/crx/packmgr/index.jsp>)
 - b. Select the package "cq-5.5.0-hotfix-49691-1.0.zip" and uninstall it
 - c. Repeat steps 4a and 4b for the CQ Publish instance