

Deployment Instructions – Adobe Connect 9.5.2a

Description

Maintenance Release 9.5.2a is to address critical issues with the product regarding stability and performance and also to upgrade cluster so that all clusters are running at the 9.5.2 version. All bugs resolved address escalations reported by customers.

Target Systems

This patch is intended for all licensed clusters running connect version 9.5.2. 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-4082614	Dependency on deleted sco will throw NoData Exception when we try to determine if the sco is training setup.
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Bill of Materials

Files Included

update_9.5.2_9.5.2a.exe

Components

Adobe Connect Server

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

patch=CPS_9.5.2a_9.5.2.628_9.5.2.668

JRE and Tomcat

N/A

Producer

N/A

Telephony

N/A

FMS

N/A

Configuration changes

N/A

Modified Files

Changed ACS Files

appserv/web/WEB-INF/lib/breeze.jar

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
3. Install patch for ACS
 - a. Copy the patch file **update_9.5.2_9.5.2a.exe** to the server on which Adobe Connect service is deployed
 - b. Right-click on **update_9.5.2_9.5.2a.exe** file and select to run as administrator
 - c. Confirm the location / root directory where Adobe Connect is installed
4. Start, Verify and Repeat
 - a. Start Adobe Connect Services
 - b. Verify version.txt changes (use http://domain_name/version.txt)
 - c. Repeat steps 1-4 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 Service
2. Restore from backup the files that are listed in the "Modified Files" section
3. Restart the Adobe Connect Service