

Deployment Instructions – Adobe Connect 9.5.4a

Description

Maintenance Release 9.5.4a 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 9.5.4a version. All bugs resolved address escalations reported by customers.

The release also addresses enhancements in Adobe Connect Server.

Target Systems

This patch is intended for all licensed clusters running connect versions 9.5.4. Please ensure the environment is appropriate for this patch.

Updated Services:

Host Type	Service/App	Updated	Stopped	Restarted
Connect App	Adobe Connect Server			
Connect App	Adobe Media Server			
Connect App	Adobe Media Administration Server			
Connect App	Telephony Svc			
Connect App (TS)	Arkadin TA			
Connect App (TS)	Avaya TA			
Connect App (TS)	Intercall TA			
Connect App (TS)	MeetingOne TA			
Connect App (TS)	Premiere 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

Bug fixed in the 9.5.4a Release:

CONN-4084002 – Unable to pull reports from events

Bill of Materials

Files Included

update_9.5.4_9.5.4a.exe

Components

Adobe Connect Server

Version.txt will be appended with the following components after execution of 9.5.2 patch.

patch=CPS_9.5.4a_9.5.4.755_9.5.4.1

JRE

N/A

Tomcat

N/A

Telephony

N/A

FMS

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
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 files **update_9.5.4_9.5.4a.exe** to the server on which Adobe Connect service is deployed
 - b. Right-click on **update_9.5.4_9.5.4a.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 1-3 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. Connect Server
 - a. Restore the breeze.jar and version.txt files from backup into their correct locations
3. Restart the Adobe Connect Service