

Upgrade to Adobe Connect 10.2.0 using the patch

- [1. Overview](#)
- [2. Deploy the Adobe Connect 10.2.0 patch](#)
- [3. Rollback](#)
 - [3.1. AEM Rollback](#)
 - [3.2. ACS](#)

1. Overview

This article provides deployment instructions to upgrade licensed environment from 10.1.1 to 10.2.0. The expected delivery date for this release is March 25, 2019. It includes files that are updated in the patch and deployment instructions.

Adobe Connect 10.2.0 is distributed as a patch that can only be added on an existing Adobe Connect 10.1.1 system. To upgrade an existing Adobe Connect installation, upgrade it to the latest Adobe Connect 10.1.1 release before deploying the Adobe Connect 10.2.0 patch. To upgrade to the latest patch of version 10.2.0, follow the instructions at the [on-premise patch files for Adobe Connect](#).

2. Deploy the Adobe Connect 10.2.0 patch

Note: Some downtime is required for deploying this patch on your Adobe Connect instance.

The patch impacts the following systems.

Host Type	Service/App	Updated	Stopped	Restarted
AEM Author	Author	✓	✓	✓
AEM Publisher	Publisher	✓	✓	✓
License	CPS/HM	✗	✗	✗
Connect Application Server	CPS	✓	✓	✓
Connect Application Server	Adobe Media Server	✓	✓	✓
Connect Application Server	Adobe Media Administration Server	✓	✓	✓
Connect Application Server	Telephony Service	✓	✓	✓
Connect Application Server (TS)	Arkadin TA	✗	✗	✗
Connect Application Server (TS)	Intercall TA	✗	✗	✗
Connect Application Server (TS)	MeetingOne TA	✗	✗	✗
Connect Application Server (TS)	Premiere TA	✗	✗	✗
Database	DB	✓	✗	✗
Download	Connect Addin (Win)	✗	✗	n/a
Download	Connect Addin (Mac)	✗	✗	n/a
FMG	FMG	✗	✗	✗

To deploy Adobe Connect 10.2.0 as a patch on an existing Adobe Connect instance, follow these steps:

1. Stop the Adobe Connect services. Stop the AEM Author and AEM Publisher instances using Service Panel.
2. Create the following backups:
 - Copy the AEM folder of AEM Author instance from `[AEM_install_dir]\AEM-Author\crx-quickstart`.
 - Copy the AEM folder of AEM Publish instance from `[AEM_install_dir]\AEM-Publish\crx-quickstart`.

- Back up the Adobe Connect database.
- Back up appserv, comserv, jre, tomcat, and TelephonyService folders.

3. Copy the patch files *update_10.1.1_10.2.0_licensed_signed.exe* and *update_jre_tomcat_10.1.1_10.2.0_licensed_signed.exe* to the server on which the Adobe Connect service is deployed. Copy the *update_10.2.0.0.sql* file to the server on which the database server runs.

4. As an Administrator, run the patch files *update_10.1.1_10.2.0_licensed_signed.exe* and *update_jre_tomcat_10.1.1_10.2.0_licensed_signed.exe* on each of the CPS servers. Provide the Adobe Connect installation root directory when prompted, for example, (C:\Connect\10.1.0). A success message is displayed when finished.

5. To update the Adobe Connect database, run the *update_10.2.0.0.sql* file on the database.

6. Start the Adobe Connect services. Verify if the changes are reflected in the *version.txt* file at <http://example.com/version.txt>. Replace **example.com** with your domain.

7. Repeat steps 1-5 for each server in the cluster.

9. Upgrade AEM Author and AEM Publish Servers as follows:

1. On the AEM server, log in as an Administrator.
2. Stop the AEM Author slave service, if present.
3. Access the AEM primary author master package manager at [http://\[AEM-authmaster\]:\[portnumber\]/crx/packmgr/index.jsp](http://[AEM-authmaster]:[portnumber]/crx/packmgr/index.jsp). Delete the existing *ConnectAEMEventApp.zip* file.
4. Upload and install the new *ConnectAEMEventApp.jar* file available as a part of the patch archive. When installing, select the **Merge** values for **Access Control Handling** and click **Install**.
5. Login as an Administrator on publish instances and repeat steps c and d.
6. Upload *echo62.core-1.0-SNAPSHOT.jar* on all publish instances. Log in as an Administrator on publish servers and go to <http://<AEM-publish>:port/system/console/bundles>.
7. Click **Install/Update**. Choose the *echo62.core-1.0-SNAPSHOT.jar* file from the downloaded location, click the **start bundle** checkbox and click **Install/Update**.
8. Search for echo on the bundles page and verify if the uploaded bundle is active.

471	▶ AEM62App - Core (AEM62App. echo62.core)	1.0.0.SNAPSHOT	Active			
-----	---	----------------	--------	---	---	---

9. Repeat steps f-h on all publish servers.
10. Stop the AEM Publish instance service and the AEM Author master service.
11. Restart the AEM Author master service and AEM Publish instance and ensure that you are able to log in to AEM master server after the service restart.
12. Start the AEM Author slave service, if present.
13. Start the service of AEM Publish instances.

10. To verify the installation, follow the steps at [Verify your Adobe Connect installation](#).

3. Rollback

3.1. AEM Rollback

1. Stop AEM instances (Author/Publisher/Both).
2. Restore AEM Author and Publisher instances referring to Step 2 in the **Deploy the Adobe Connect 10.2.0 patch** section.
3. Restart AEM instances (Author/Publisher/Both).

3.2. ACS

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