

Upgrade to Adobe Connect 10.2.1 using the patch

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Overview

This article provides deployment instructions to upgrade licensed environment from 10.2.0 to 10.2.1. The expected delivery date for this release is June 17, 2019. It includes files that are updated in the patch and deployment instructions.

Adobe Connect 10.2.1 is distributed as a patch that can only be added on an existing Adobe Connect 10.2.0 system. To upgrade an existing Adobe Connect installation, upgrade it to the latest Adobe Connect 10.2.0 release before deploying the Adobe Connect 10.2.1 patch. To upgrade to the latest patch of version 10.2.1, follow the instructions at the [on-premise patch files for Adobe Connect](#).

Deploy the Adobe Connect 10.2.1 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
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 (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
FMG	FMG	✗	✗	✗
FMSS	AMS	✗	✗	✗

To deploy Adobe Connect 10.2.1 as a patch on an existing Adobe Connect instance, follow these steps:

1. Stop the Adobe Connect services.

2. Create the following backups:

- Back up the Adobe Connect database.
- Back up the appserv folder.

3. **(Optional)** To clear all non-reportable and unusable use-sessions and transcripts, which are an overhead and slow down administration tasks, run the *user_sessions_cleanup.sql* file on the database server. **Note that purpose of this script is to clear rows in PPS_USER_SESSIONS and PPS_TRANSCRIPTS table which are unused and do not play any role in reporting. You can run the file any time when the load is low.**

4. Copy the patch file *update_10.2.0_10.2.1_licensed_signed.exe* to the server on which the Adobe Connect service is deployed. Copy the *update_10.2.1_0.sql* file to the server on which the database server runs.

5. As an Administrator, run the patch file `update_10.2.0_10.2.1_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.
6. To update the Adobe Connect database, run the `update_10_2_1_0.sql` file on the database.
7. 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.
8. Repeat steps 1-6 for each server in the cluster.
9. To verify the installation, follow the steps at [Verify your Adobe Connect installation](#).

Rollback

ACS

1. Stop these services on AC servers: `ams`, `amsadmin`, `connectpro`, `cptelephony` service.
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 10.2.1 patch** section.
4. Start Services.
5. On AC servers, start these services: `ams`, `amsadmin`, `connectpro`, `cptelephony` service.
6. Ensure all services have started.