

Deployment Instructions For Upgrading On-Prem Environments to 12.11.h

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Overview

This article provides deployment instructions to upgrade licensed environments from 12.11.0.g to 12.11.0.h. This includes files that are updated in the patch and deployment instructions. Adobe Connect 12.11..0.h is distributed as a patch that can only be added on an existing Adobe Connect 12.11.0.g. Enhanced Audio Video Patch however, can be installed on top of any previously running version.

Deployment Impacted Components

Adobe Connect Server Components

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	Tomcat	✗	✗	✗
Connect App	JRE	✗	✗	✗
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
AMG	FMG	✗	✗	✗
ACTS	ACTS	✗	✗	✗

Enhanced Audio Video Server

CAS	✗	✗	✗
Config	✗	✗	✗
API Gateway	✗	✗	✗
WebRTC Liveswitch	✗	✗	✗
WebRTC Client	✓	✓	✓
Recording	✗	✗	✗

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Target version: 12.11.0.g

These instructions are for Licensed servers running 12.11.g. Please ensure the environment is appropriate for this upgrade.

1. Bill of Materials

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|----|--|
| 1. | update_12.11.0.g_12.11.0.h_licensed_signed.exe |
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2. Backup Folders

- Take backup of following folders on all CPS Server Nodes

<Connect_Installation_Dir>appserv

3. In Deployment Window

Adobe Connect Servers:

1. Stop the Connect Pro service on CPS servers.
2. Execute the patch files (run as administrator):
 - update_12.11.0.G_12.11.0.h_licensed_signed.exe on each of the CPS nodes . Provide the Connect Installation root directory when prompted (e.g. e:\connect\12.7.0). The patch file execution should show success prompt on completion.
3. Start the Connect Pro service on all CPS nodes to finish LCC installation.

Rollback Adobe Connect Service

1. Stop this service on AC servers: connectpro.
2. Make sure the connectpro service is stopped and no zombie processes are running.
3. Restore backed up folder using the backup created from Step 3 in the Backup Folders section.
4. On AC servers, start this service: connectpro.
5. Make sure the connectpro service is started.