

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