

Deployment Instructions For Upgrading Adobe Connect On-Prem Environments to 12.12.0

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Overview

This article provides deployment instructions to upgrade licensed environments from 12.11.0.h to 12.12.0. This includes files that are updated in the patch and deployment instructions. Adobe Connect 12.12.0 is distributed as a patch that can only be added on an existing Adobe Connect 12.11.0.h. Enhanced Audio Video Patch however, can be installed on top of any previously running version.

With the 12.12 release, Adobe Connect also supports LiveKit alongside LiveSwitch for NCC installations — see the Enhanced Audio-Video Server section below for installation steps. For guidance on choosing between LiveSwitch and LiveKit for your deployment, refer to the [Choosing an Enhanced Audio-Video Engine in Adobe Connect 12.12](#) guide.

Deployment Impacted Components

Adobe Connect Server Components

Connect Servers	Service/App	Updated	To be Stopped	To be Restarted
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	✓	✗	✗
AMG	FMG	✗	✗	✗
ACTS	ACTS	✗	✗	✗

Enhanced Audio Video Server

Connect Servers	Fresh Deploy	To be Stopped	To be Restarted
CAS	✓	✓	✓

Config	✓	✓	✓
API Gateway	✓	✓	✓
WebRTC Liveswitch	✗	✗	✗
WebRTC Client	✓	✓	✓
Recording	✓	✓	✓
ASR	✓	✓	✓
Livekit server	✓	✓	✓
Livekit ASR	✓	✓	✓
NATS	✓	✓	✓

Target version: 12.11.0.h

These instructions are for Licensed servers running 12.11.0.h. Please ensure the environment is appropriate for this upgrade.

1. Bill of Materials

1.	update_12.11.0_12.12.0_licensed_signed.exe
2.	update_tomcat_12.11.0_12.12.0_licensed_signed.exe
3.	telephony_12.11.0_12.12.0_licensed_signed.exe
4.	update_12_11_1_0.sql
5.	update_12_12_0_0.sql
6.	update_12_12_0_1.sql

1.	NCC_Onprem_12_12_Installer.zip
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2. Backup Folders

- Take backup of following folders on all CPS Server Nodes:
 - <Connect_Installation_Dir>appserv
 - <Connect_Installation_Dir>comserv
 - <Connect_Installation_Dir>tomcat
 - <Connect_Installation_Dir>TelephonyService
- Before executing the update script, take a backup of DB.
- Rename or take backup of ncc-onprem-installer folder or the current installation directory on Enhanced Audio/Video servers.

3. In Deployment Window

Adobe Connect (CPS) Servers

- Stop all the Adobe Connect services on CPS servers. Make sure all the services are stopped. Make sure pptConverter.exe is not running in task manager. Execute the patch files (run as administrator):
 - update_12.11.0_12.12.0_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.
 - update_tomcat_12.11.0_12.12.0_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.
 - telephony_12.11.0_12.12.0_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.
- Execute update_12_11_1_0.sql, 12_12_0_0.sql and 12_12_0_1.sql scripts to update database version.
- Add below value to custom.ini:
 - REMOVE_REFERENCES_TO_UPLOADED_MEETING_CONTENT_ON_DELETE=true



To enable Enhanced Audio/Video capabilities, follow the installation instructions provided below. If you are using the standard only installer, you can skip this section.

Enhanced Audio/Video Servers



For Enhanced Audio/Video, choose **one** of the following two engines: **LiveSwitch** or **LiveKit**. Pick the option that applies to your deployment and follow only that section below.

Technical Specifications

- OS – Red Hat Enterprise Linux 64-bit version 9.8 and do not support version 10
- The following 3rd party libraries (Open source) need to be installed on servers. Most of these will be installed using the installation script:
 - Virtualenv 20.23.0
 - Python 3.9
 - Podman 4.9.4 or 5.x
 - Python libraries (pydantic, pyhocon, docker, python-dotenv, redis etc.)
 - PostgreSQL 16
 - Redis server 7



If installation was done using offline mode in previous versions, make sure to use offline mode in 12.12 as well to avoid installation issues.

Option 1: LiveSwitch NCC Components Installation

Prerequisites

- If you have configured **URNS** and **SIP**, make sure to save these settings from the **LiveSwitch Admin Console** before performing the upgrade. You will need to **reconfigure them after upgrading to 12.12**.
- Extract NCC_Onprem_12_12_Installer.zip and copy Patch_ACS_12_12_0_EnhancedAV.zip on all signalling, Media Server and Recording Nodes and ASR nodes.
- Add below entries in hosts file according to LiveSwitch configuration.

Hosts file (LiveSwitch) — add these entries on all nodes if not already present:

```
<signalling_private_ip> redis.ncc.svc.cluster.local postgres.ncc.svc.cluster.local cas.ncc.svc.cluster.local gw.  
1.fm.ncc.internal config.ncc.svc.cluster.local pi.ncc.svc.cluster.local auth.ncc.svc.cluster.local
```

After making these changes, follow the steps listed in the helpx document for further installation except for the hosts file entry, which is provided above - <https://helpx.adobe.com/in/adobe-connect/installconfigure/adobe-connect-12-7-installation-guide-enhanced-av-setup.html>

Option 2: LiveKit NCC Components Installation

Please refer to Adobe Connect helpx documentation for detailed steps for LiveKit installation - <https://helpx.adobe.com/adobe-connect/installconfigure/adobe-connect-12-12-livekit-av-setup.html>

4. Rollback Adobe Connect Service

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 3 in the Backup Folders section.
4. Start Services.
5. On AC servers, start these services: ams, amsadmin, connectpro, cptelephonyservice.
6. Ensure all services have started.
7. On Enhanced Audio/Video Servers, run uninstall.sh to uninstall all running containers.
8. Traverse to backed up ncc-onprem-installer folder.
9. Execute bash ExternalDependencies/install.sh. This will install all required external dependencies on the box.
10. Activate Virtual Env by executing command: source bin/activate
11. Execute the main installer script, bash MainInstall.sh
12. All steps from step 2 to Step 8 needs to be repeated on all nodes
13. Run docker ps to check all the containers are up and running.