

Deployment Instructions For Upgrading On-Prem Environments to 12.6.0

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Overview

This article provides deployment instructions to upgrade licensed environments from 12.5.1 to 12.6.0. This includes files that are updated in the patch and deployment instructions. Adobe Connect 12.6.0 is distributed as a patch that can only be added on an existing Adobe Connect 12.5.1. Enhanced Audio Video Patch however, can be installed on top of any previously running version.

Deployment Impacted Components

Adobe Connect Server Components

Connect Servers	Service/App	Updated	To be Stopped	To be 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	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

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

API Gateway	✓	✓	✓
WebRTC Liveswitch	✓	✓	✓
WebRTC Client	✓	✓	✓
Recording	✓	✓	✓
ASR	✓	✓	✓

Target version: 12.5.1

These instructions are for Licensed servers running 12.5.1. Please ensure the environment is appropriate for this upgrade.

1. Bill of Materials

S.No.	Adobe connect Server Patch
1.	update_12.5.1_12.6.0_licensed_signed.exe
2.	update_jre_tomcat_12.5.1_12.6.0_licensed_signed.exe
3.	telephony_12.5.1_12.6.0_licensed_signed.exe
4.	update_12_6_0_0.sql

S.No.	Enhanced Audio Video Patch
1.	Patch_ACS_12_6_0_EnhancedAV_WithReadMe.zip

2. Enhanced Audio/Video servers technical specifications

- OS – Red Hat Enterprise Linux 64-bit version 8.9
- Virtual Environments - VMware ESXi 5.x
- Hardware Requirement – Minimum CPU specification per core - Cache 22 MB, 3.4 Ghz.
- 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 4.6.1,
 - Python libraries (pydantic, pyhocon, docker, python-dotenv)
 - DB and cache - PostgreSQL 13,
 - Redis server 6

3. Backup Folders

- Take backup of following folders on all CPS Server Nodes

```
<Connect_Installation_Dir>appserv
<Connect_Installation_Dir>comserv
<Connect_Installation_Dir>TelephonyService
<Connect_Installation_Dir>jre
<Connect_Installation_Dir>tomcat
```

- Rename or take backup of ncc_onprem_installer folder or the current installation directory on Enhanced Audio/Video servers.

4. In Deployment Window

Adobe Connect Servers:

1. 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_12.5.1_12.6.0_licensed_signed.exe on each of the CPS nodes . Provide the Connect Installation root directory when prompted (e.g. e:\connect\12.4.1). The patch file execution should show success prompt on completion.
- update_jre_tomcat_12.5.1_12.6.0_licensed_signed.exe on each of the CPS nodes . Provide the Connect Installation root directory when prompted (e.g. e:\connect\12.4.1). The patch file execution should show success prompt on completion.

- telephony_12.5.1_12.6.0_licensed_signed.exe on each of the CPS nodes . Provide the Connect Installation root directory when prompted (e.g. e:\connect\12.4.1\TelephonyService). The patch file execution should show success prompt on completion

2. Add the below configs in custom.ini of all Connect server(s) present at <Connect_Installation_Dir>/Connect/custom.ini

```
ENABLE_PERMISSIONS_CACHEING=true
CHECK_PERMISSIONS_CACHE_TTL_SECONDS=10
SCO_TYPE_CACHE_TTL_SECONDS=300
CACHE_FETCHES=true
MEETING_CONTENT_TRACKING_DISABLED=true
CONTENT_INHERIT_PERMS_FROM_MEETING=false
```

Shared secret for JWT. Enter the one that you set under the jwtZonalSecrets section in the config.conf file on the Signalling node.

```
CAS_JWT_SHARED_SECRET=CorrectHorseBatteryStaple
```

3. Execute update_12_6_0_0.sql script to update database version.

4. Start all services on all CPS nodes.

Enhanced Audio/Video servers

1. Copy the Patch_ACS_12_6_0_EnhancedAV_WithReadMe.zip on all signalling, Media Server and Recording Nodes and ASR nodes.
2. Extract the ZIP.
3. Traverse to installer directory : cd ncc-onprem-installer/
4. Make sure that the files have appropriate permissions. Use the commands to make these files executables.


```
sudo chmod +x ExternalDependencies/install.sh
sudo chmod +x MainInstall.sh , sudo chmod +x Uninstall.sh , sudo chmod +x check-connectivity.sh
sudo chmod +x ExternalDependencies/package-util.sh
```
5. Add these entries in hosts files on signalling node if not already present:


```
<private-ip> 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
```

 - If already present:
 - Change gw.fm.ncc.internal to **gw.1.fm.ncc.internal**
6. Add these entries in hosts file of ASR node if not already present: <private-ip of signalling node> gw.1.fm.ncc.internal
 - If already present:
 - Change gw.fm.ncc.internal to **gw.1.fm.ncc.internal**
7. Edit the configuration file, present in, Config/config.conf. The instructions to edit the file are added as comments in the config file.
8. Edit Config/containers.conf.
9. If you are doing the installation on a locked down environment make sure the server is updated by running sudo yum update -y . Please reboot the instance after update.
10. For locked down network installation, execute "bash ExternalDependencies/package-util.sh --install" to install all required dependencies. If not on a closed network you can skip this step.
11. Execute bash ExternalDependencies/install.sh. This will install all required external dependencies on the box.
12. Execute the main installer script, bash MainInstall.sh
13. All steps from step 2 to Step 11 needs to be repeated on all nodes
14. Run docker ps to check all the containers are up and running.
15. Please refer to Adobe Connect helpx documentation for detailed steps.

One of the values you set under jwtZonalSecrets section in config.conf on the signalling node should match CAS_JWT_SHARED_SECRET set in custom.ini on all CPS server nodes.

Please refer to Adobe Connect helpx documentation for detailed steps - <https://helpx.adobe.com/adobe-connect/installconfigure/adobe-connect-12-4-1-installation-guide1.html>

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 2 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.