



# Adobe® Connect™ Enterprise 6 Service Pack 3 Release Notes

Welcome to Adobe® Connect™ Enterprise 6 Service Pack 3 . This document addresses issues not covered in the Adobe Connect documentation and may be updated as more information becomes available.

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## About Adobe Connect

The Adobe Connect product family includes Adobe Connect Enterprise Server (licensed version) or Adobe Connect Enterprise Hosted (hosted service) and three modules—Adobe Connect Training, Adobe Connect Events, and Adobe Presenter—that support and extend the functionality of Adobe Acrobat® Connect Professional to deliver training, marketing, and sales web communications solutions.

## What's New in Adobe Connect Enterprise 6 Service Pack 3

### *Turbo screensharing*

In this service pack we have improved our video and screen sharing capabilities so as to increase the overall quality while decreasing the bandwidth consumed by video or screen sharing. Our 'Fast Images' setting under Meeting > Optimize Screen Sharing enables meeting host to screen share animated content or video with high fidelity and low latency.

### *Microsoft® Windows® Vista™ support*

With this service pack Connect will officially support Microsoft Windows Vista both for presenters and participants as well as natively support Apple Intel®-based Macintosh.

### *Additional language support*

In this service pack, we are introducing support for new languages: Spanish, Italian, Brazilian Portuguese, Dutch and Simplified Chinese.

## Upgrading to Adobe Connect 6 Service Pack 3

### Upgrading Adobe Connect Enterprise Hosted

All users of the Adobe Connect Enterprise Hosted service will automatically be upgraded to Service Pack 3. A maintenance announcement will be sent in advance of this upgrade.

### Upgrading Adobe Connect Enterprise Server

Licensed users of Adobe Connect Enterprise Server can obtain the Service Pack 3 installer through the [Licensed Support](#) web site. This installer can only be used for new installations or upgrades from Adobe Connect 6, Adobe Connect 6 Service Pack 1 or Adobe Connect 6 Service Pack 2 . When upgrading, the original installation location must be unchanged.

With Service Pack 3, meeting hosts, presenters, and participants will be required to have Adobe Flash Player 8 or higher

installed. Administrators are advised to take this into consideration when deciding whether or not to upgrade to Service Pack 3.

**NOTE:** You will need to schedule downtime as the service pack installation process requires a server restart.

#### Steps:

1. Visit the [Adobe Connect Enterprise Server Licensed Support](#) site.
2. In the Adobe Connect Downloads section of the page, click on the Adobe Connect 6 Service Pack 3 Installer link to download the .zip file containing the installer
3. Back up your custom.ini file and any custom .jar file you might have. The installer will backup your appserv and comserv directories, but not those files.
4. Unzip the package and run the installer on the Connect server machine(s).
5. Reapply any customizations to custom.ini (and other configuration files), and re-install any custom .jar files.
6. Restart your server after the installer is complete.

#### Upgrading Acrobat Connect Meeting Add-in

Meeting hosts and presenters are required to install the new Acrobat Connect Meeting Add-in in order to take advantage of the new enhanced screensharing features. Any meeting host or presenter who logs into an Acrobat Connect Professional Meeting via the Acrobat Connect Meeting Add-In will be prompted to upgrade. Alternatively, users may download the stand-alone version of the add-in installer with the following steps:

##### Installation Steps:

1. Login to Adobe Connect
2. Access the installer by clicking the **Getting Started** link on the Adobe Connect Manager home page.
3. Click the **Downloads** link
4. In the area labeled **Acrobat Connect Meeting Add-in**, click the Install Windows or Install Macintosh link, depending on your operating system

#### Upgrading Adobe Connect Edge Server

Customers who have deployed separate Adobe Connect Edge Servers should be aware that there is an update to Edge Server that is also included in Service Pack 3. Only run edgsetup.exe if you have deployed separate Edge Servers. Be sure to backup all your configuration files before beginning installation and clear the edge cache.

#### System Requirements

Meeting hosts, presenters and attendees on Windows or Mac are now required to have Flash Player version 8 or higher installed.

Meeting participants on Linux and Solaris, are now required to have Flash Player 9 or higher installed.

The Acrobat Connect Meeting Add-in now features native support for Intel-based Macs.

Complete product system requirements and recommendations are available on the [Adobe website](#) .

The following are some of important issues resolved with this release including bug fixes and enhancement requests. It is, however, not an exhaustive list of all the implemented fixes. Bug numbers are listed where applicable

## General

- [1568477] Using a non-numeric character in the sco-id parameter caused SQL exception
- [1568340] Non-admins could potentially gain read-access to some sections of Connect Administration via direct URL.
- [1511368] LDAP Sync when connecting to Novell eDirectory never closed the connection.
- [1535685] Erroneous 'operation size error' when removing users within groups because 200 row update limit was reached.
- [1463900] Error message about audio conference failing now prompts the user to restart the audio conference and the error message should not persist within the meeting room.
- [1473867] When trying to enter a meeting room, users with expired credentials are now prompted to change their password rather than getting a "request not processed" error.
- [1516686] The start time for the LDAP Sync schedule was automatically getting incremented
- [1557523] Adobe Captivate content was being displayed at a fixed resolution making it impossible for some viewers to see all of the content.

## Known issues

- [1572606] Sharing an Adobe Captivate 3 document in share pod for the second time is failing. Workaround: Reselect the Adobe Captivate 3 document from the list of shared documents.
- [1572662] Hotspot questions types in Adobe Captivate 3 files are not working in the meeting share pod. Hotspot questions are working when the Adobe Captivate file is accessed directly from Adobe Connect.
- [1489187] Mouse cursor flickers when screen sharing on Vista Enterprise.
- Performing certain tasks in the Adobe Connect Enterprise Manager may result in the error message, "Operation Size Error". Licensed customers, please refer to this technote, <http://www.adobe.com/go/kb400579>, for instructions on how to address this problem.

## Documentation

Additional resources are available online in the [Adobe Connect Help Resources Center](#).

Additional documentation on configuring SSL for Adobe Connect Enterprise Server is available at [http://www.adobe.com/go/connect\\_ssl\\_en](http://www.adobe.com/go/connect_ssl_en).